Australian Government

Department of Education, Employment and Workplace Relations

DEEWR VET

LLNP ONLINE USER GUIDE

FOR

TRAINING & ASSESSMENT (TA) PROVIDERS

SEPTEMBER 2011

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1 Introduction

1.1 Overview of this User Guide

The LLNP Online User Guide outlines the processes for accessing LLNP Online such as navigating around the system and performing functions associated with Client record management and reporting.

LLNP Online is an interface which allows access to VET Online web applications. Functionality available within VET Online will be based on permissions assigned to an individual user by administrators.

2 Access to VET Online

The following section will present a guide for a user to be able to:

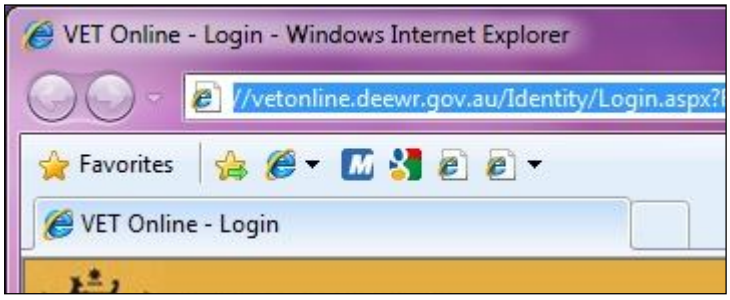
- Login to VET Online
- Manage Passwords

This section will be relevant to all users of VET Online and LLNP Web.

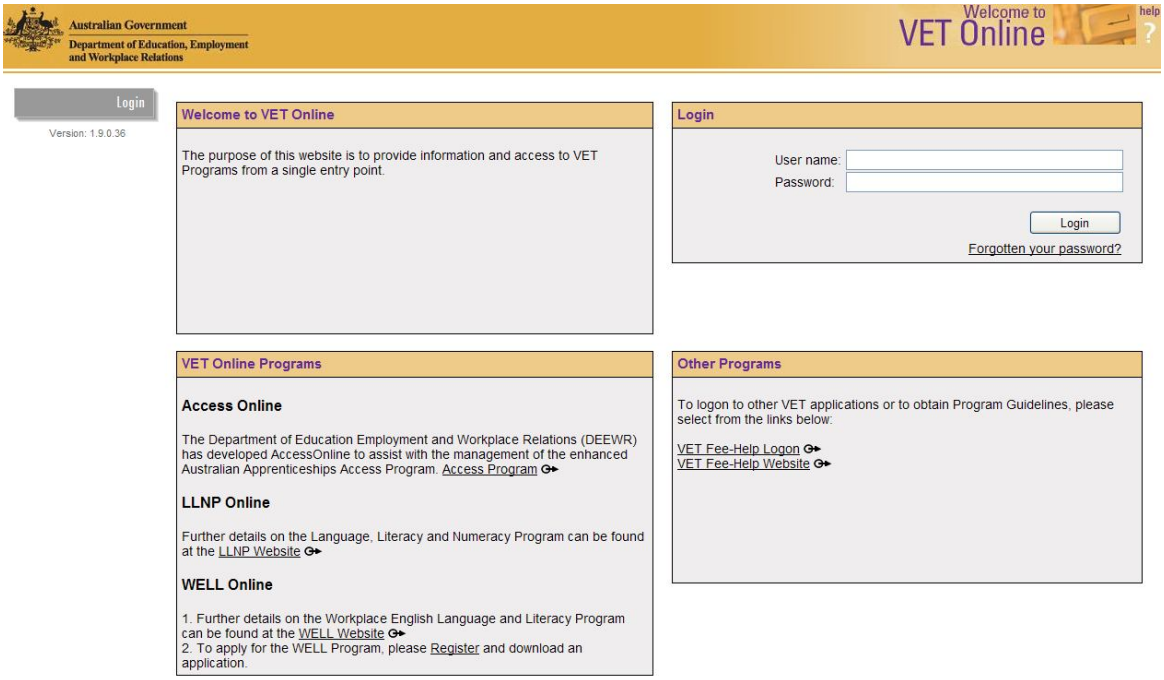
2.1 Logging into VET Online

The following section will identify the process for logging in to VET Online, accessing VET Online functionality and navigating to LLNP functions.

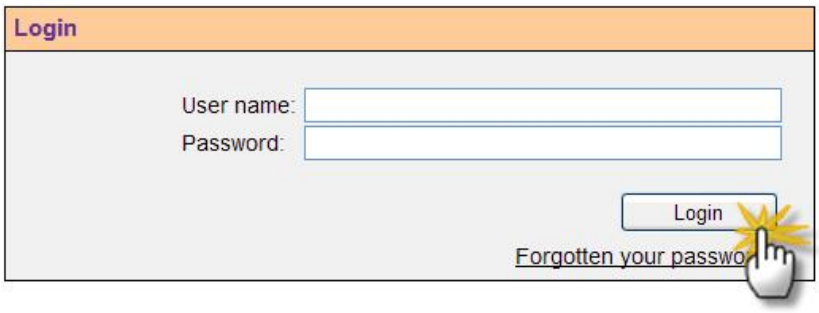
Open your internet browser, for example Internet Explorer, and type the following address (https://vetonline.deewr.gov.au/) into the URL address bar and hit the Enter key.



The VET Online launch page will be displayed.


Australian Government
Department of Education, Employment and Workplace Relations
Welcome to VET Online
help
Login
Version: 1.9.0.36
Welcome to VET Online
The purpose of this website is to provide information and access to VET Programs from a single entry point.
Login
User name:
Password:
Login
Forgotten your password?
VET Online Programs
Access Online
The Department of Education Employment and Workplace Relations (DEEWR) has developed AccessOnline to assist with the management of the enhanced Australian Apprenticeships Access Program. Access Program
LLNP Online
Further details on the Language, Literacy and Numeracy Program can be found at the LLNP Website
WELL Online
1. Further details on the Workplace English Language and Literacy Program can be found at the WELL Website
2. To apply for the WELL Program, please Register and download an application.
Other Programs
To logon to other VET applications or to obtain Program Guidelines, please select from the links below:
VET Fee-Help Logon
VET Fee-Help Website

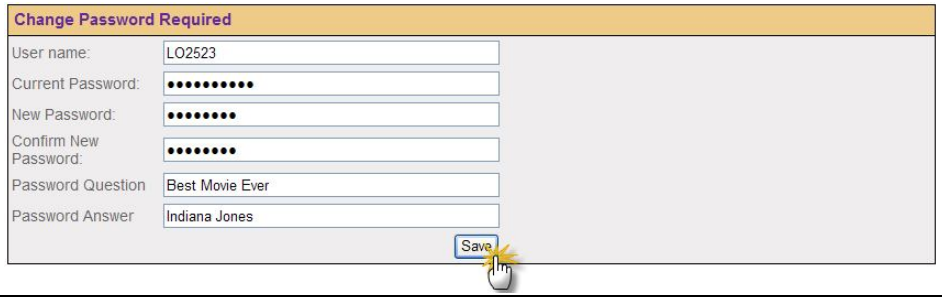
A VET Online profile will be created for you by the User Manager of your organisation. Your User Name and Password will be sent to you via email. In the login section type your User Name and Password followed by the clicking the 'Login' button.



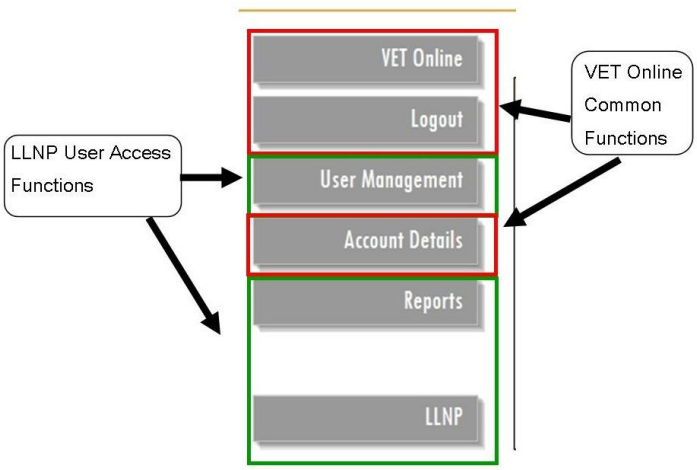
Logging on for the first time will require a password change. Enter the appropriate values including the security question and answer. The VET Online password policy is that the password must be a minimum of 7 characters, contain at least one upper-case character, one lower-case character and one numeric character, and be a password that has not been in prior use on VET Online.

Your password is required to be changed every 60 days.

Click the 'Save' button.



The VET Online home page is presented.

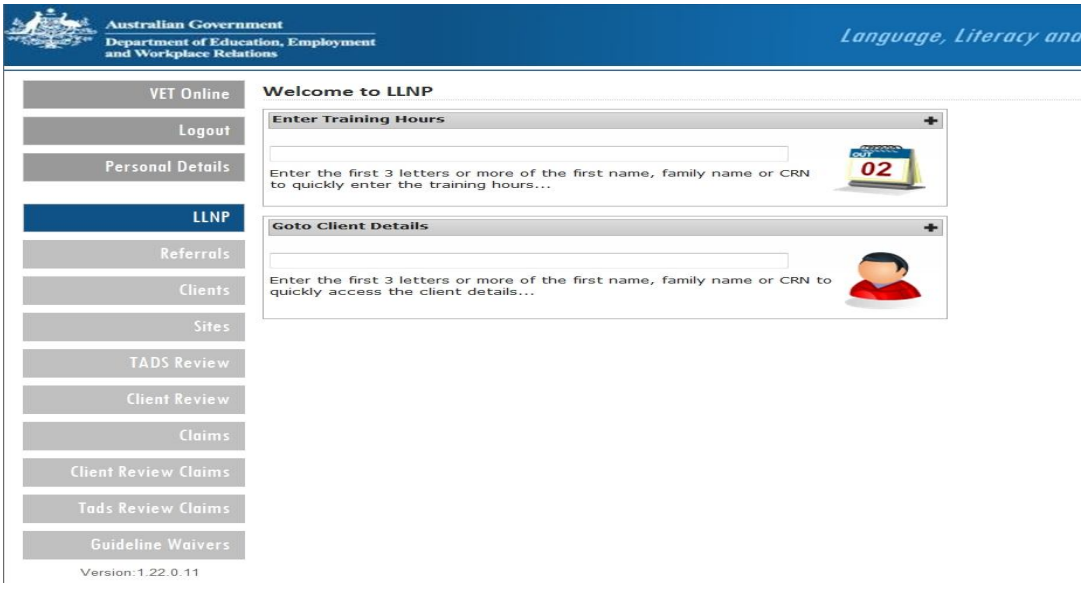


Further information on the functions within VET Online will be described later in this document.

The VET Online home page displays program specific functions, common VET Online functions and functions specific to the VET Online home page.

Click on the 'LLNP' button on the left hand navigation menu to take you to the LLNP home page (LLNP Online).

You can access all related LLNP information on Referrals, Clients and Sites from the LLNP home page.



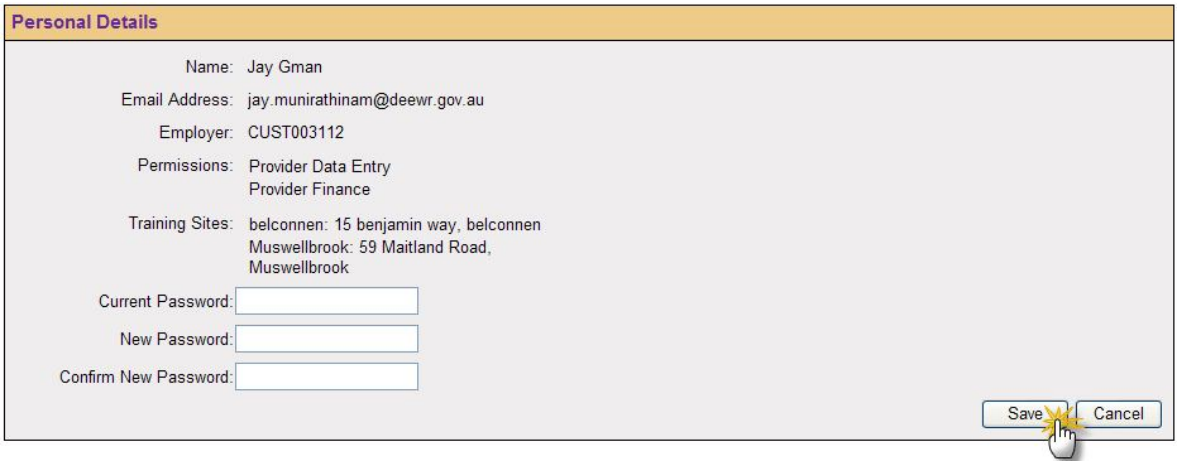
2.2 Changing Password

Your password is required to be changed every 60 days. Click the 'Account Details' button on the left hand navigation menu to take you to the *Personal Details* screen.

Click the 'Change Password' button

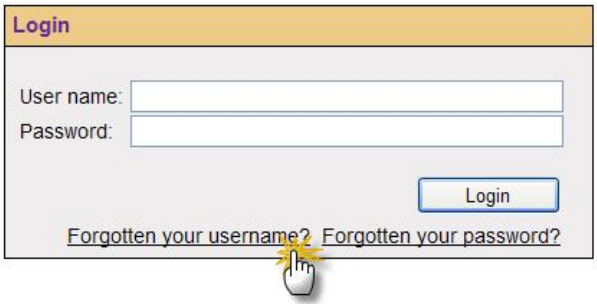
The VET Online password policy is that the password must be a minimum of 7 characters, contain at least one upper-case character, one lower-case character and one numeric character, and be a password that has not been in prior use on VET Online.

Enter your current and new password into the text fields provided and click the 'Save' button.



2.3 Forgotten Username

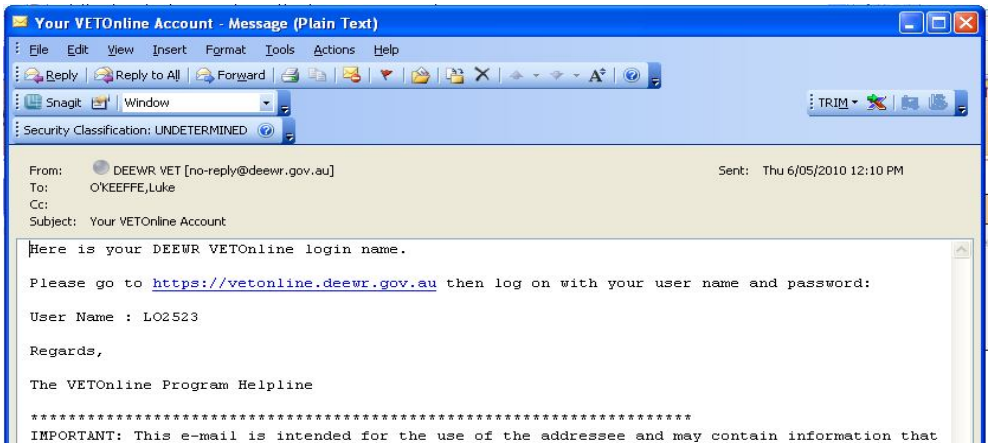
In the *Login* section, click the 'Forgotten your username?' link.



Enter your email address and click the 'Search' button.

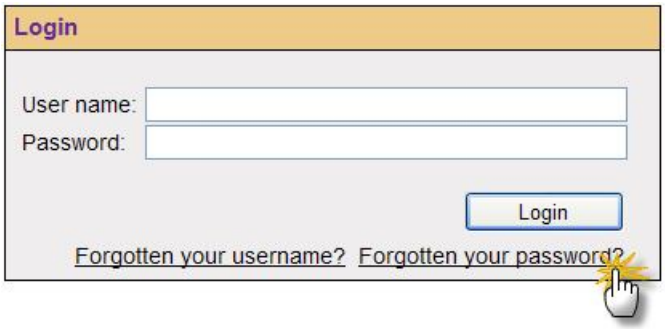
Retrieve Lost Username
Enter the email address which is currently linked to the account. If the account can be found an email containing the username will be sent to that address.
Email Address:
luke.o'keeffe@deewr.gov.au
Search

An email with your username will be sent to the email address linked to your account.

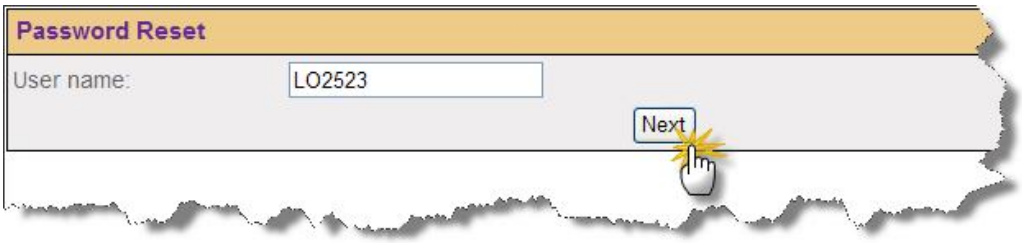

Your VETOnline Account - Message (Plain Text)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
Snagit Window
TRIM
Security Classification: UNDETERMINED
From: DEEWR VET [no-reply@deewr.gov.au]
Sent: Thu 6/05/2010 12:10 PM
To: O'KEEFFE,Luke
Cc:
Subject: Your VETOnline Account
Here is your DEEWR VETOnline login name.
Please go to https://vetonline.deewr.gov.au then log on with your user name and password:
User Name : LO2523
Regards,
The VETOnline Program Helpline
IMPORTANT: This e-mail is intended for the use of the addressee and may contain information that

2.4 Forgotten Password

In the *Login* section, click the 'Forgotten your password?' link.



Enter your username into the field and click the 'Next' button.

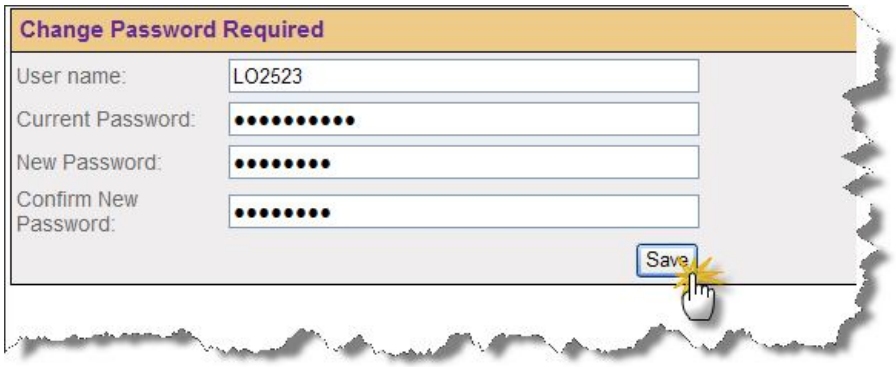


Enter the answer to the security question and click the 'Reset' button.

You will receive an email with a new temporary password to login with.

The next time you login to VET Online, your password will need to be changed following the rules outlined in 2.1 of this User Guide. Enter a new password and click the 'Save' button. This password must be different to your original password.

NOTE: If the system fails to change your password at the first login, please wait until the following business day and try again. If you are still experiencing problems, contact your relevant State Contract Manager.

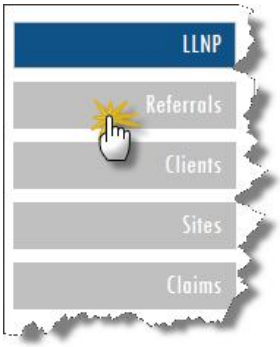


3 Retrieving Client Details

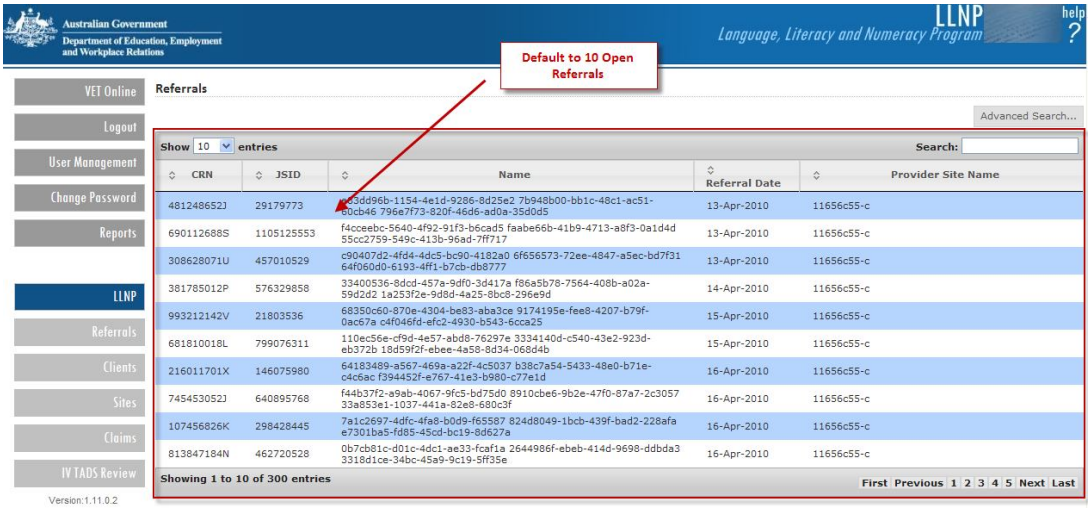
An individual is considered a Client when a referral is received, a pre-training assessment (PTA) completed and training has been recommended. The following section outlines the process for viewing, searching for Clients and accessing training block information about a Client.

3.1 Viewing Referrals

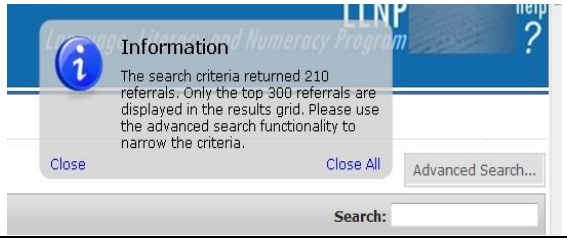
Click the 'Referrals' button from the navigation menu.



The *Referrals* list will display a default list of 10 open referrals.



Where an amount of referrals in excess of 300 exist, the system will only return the latest 300 referrals, show the first 10 and present an information message to indicate there are more than 300 referrals returned. The *Advanced Search* option may be used to narrow the list of referrals or view any referrals that were not in the first 300. Referrals are displayed in date order with the most recent referral displayed first.


Information
The search criteria returned 210 referrals. Only the top 300 referrals are displayed in the results grid. Please use the advanced search functionality to narrow the criteria.
Close
Close All
Advanced Search...
Search:

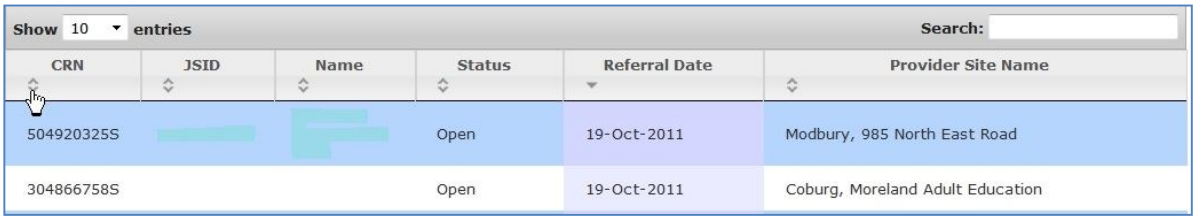
The following options are available from the *Referrals* screen:

- Sort the list of referrals
- Navigate to different pages of results
- Expand the default view to include more than 10 referrals
- Perform a quick search of the referrals in the list

Sort the list of referrals

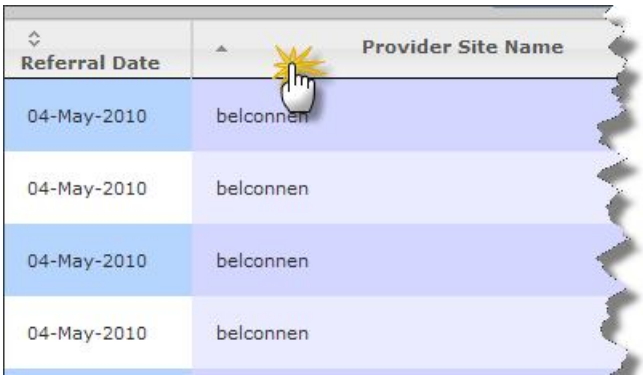
On the *Referrals* screen, each column is able to be sorted.

To sort the referrals, click on the column where the icon is shown.



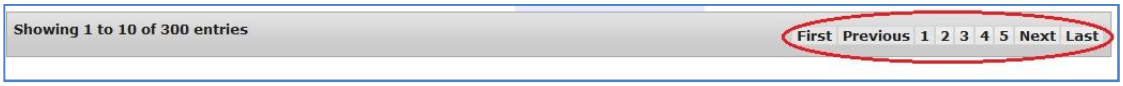
Result of the sorted field, as shown within the purple box.

Any column in the grid is able to be sorted.

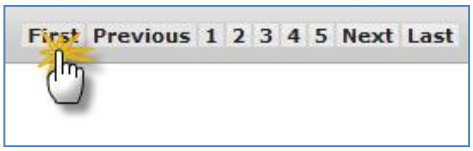


Navigate to different pages of the results

Navigate through different pages of search results by using the buttons at the bottom of the search results page.

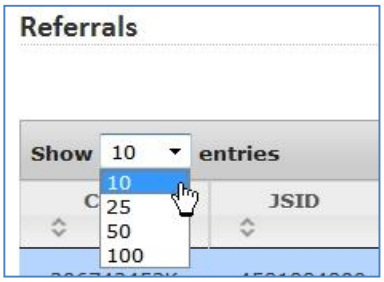


Click on any of these buttons to navigate forward or back through the search results or to a specific page within the search results.



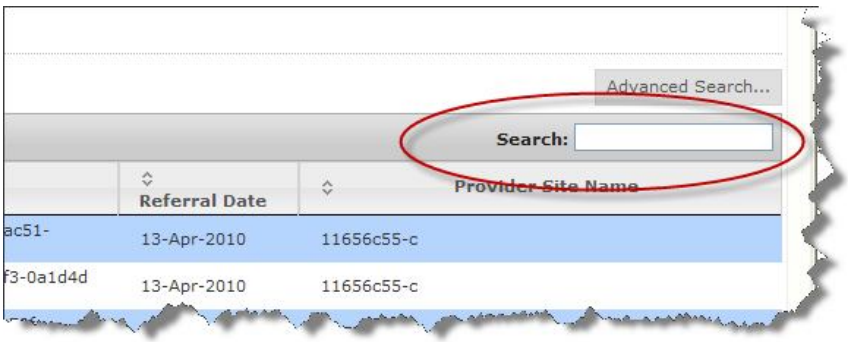
Expand the default view to include more than 10 referrals

At the top right hand corner to the *Referral*s list, select a number from the drop down list. This will be the number of referrals shown in the *Referrals* list. There is the option to select 10, 25, 50 or 100 referrals.

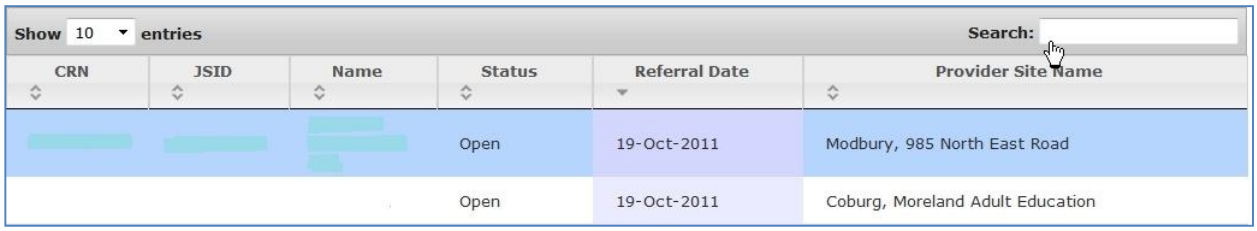


Perform a quick search on the referrals in the list

Using the *Search* field is an easy way to filter search results from the default *Referrals* list or after performing an *Advanced Search*. The *Search* field filters the search grid by the free text the user will enter. This may be a Name, a Date, a Number or a Site Code.



Type in the desired text filter and the search grid will automatically filter the referrals.



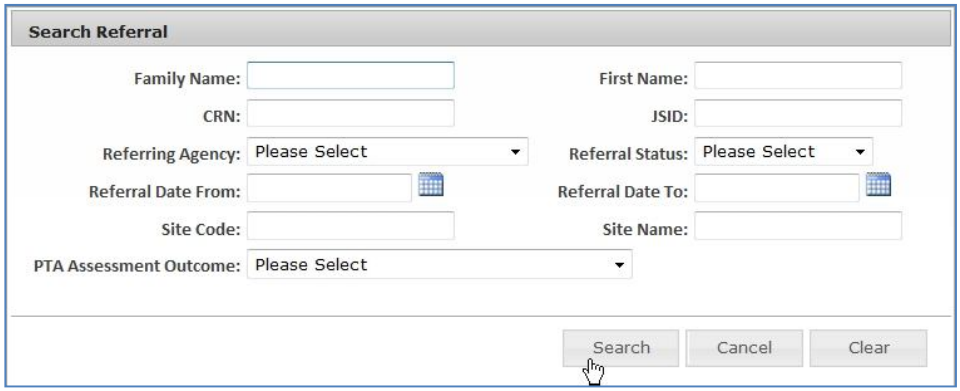
The *Search* field will only search on the current data returned in the search result list. For example, initially when the *Referrals* screen is open, 300 open referrals are presented. The *Search* field will only search on those 300 open referrals.

3.2 Searching for any Referral

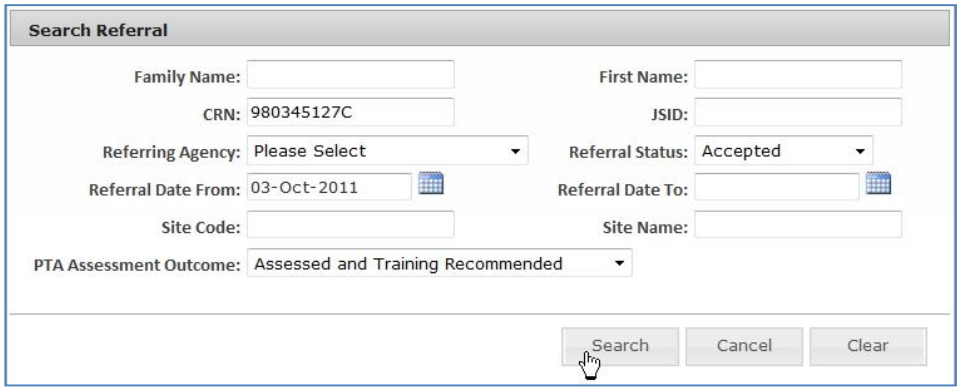
The *Advanced Search* functionality for referrals allows all referrals in LLNP to be returned based on selected search criteria. This includes all Open, Declined, Did Not Show and Accepted referrals.

At the top right hand corner of the *Referrals* screen, click on the 'Advanced Search' button.

The *Advanced Search* window is presented. This has fields for searching a referral by Name, CRN or JSID, Referral Agency, Referral Date range, Referral status, PTA outcome or by site code/name.

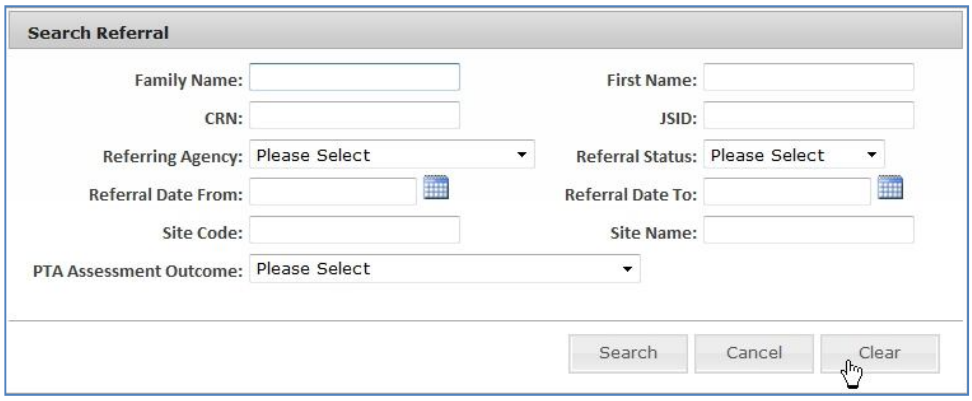


Enter the search criteria and click the 'Search' button.



The referral list will display all referrals matching the search criteria entered. From this screen, you can filter further by using the *Search* field or sort using the column sort.

To clear the search results, open the *Advanced Search* (following process above) and click the 'Clear' button.



3.3 Viewing the Client List

The *Client* screen displays a list of Clients for the Training and Assessment (TA) Provider. The screen presents a default list of Clients and allows the user to filter and sort.

The following features are similar to those outlined in the *Viewing Referrals* section and will function in the same way. Please refer to the previous section to

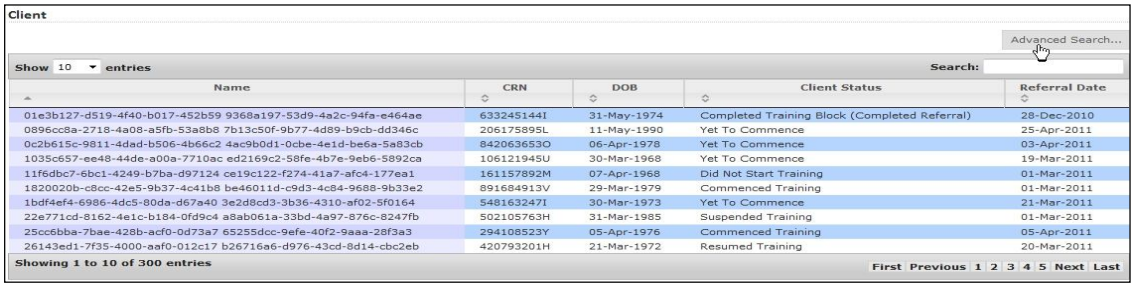
- sort the list of Clients;
- navigate to different pages of results;
- expand the default view to include more than 10 Clients; and
- perform a quick search of the Clients in the list.

3.4 Search for any Client from the Client List

The *Advanced Search* functionality for Clients allows any Client in LLNP (for the Provider/Site) to be returned based on the search criteria.

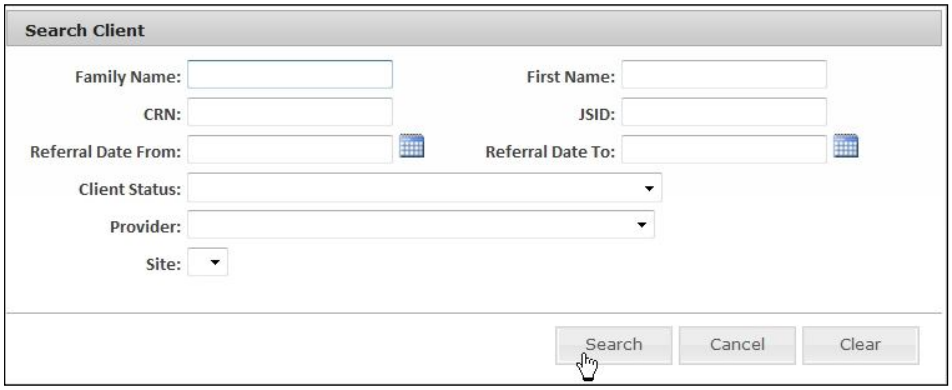
Click the 'Clients' button from the navigation menu.

At the top right hand corner of the *Client* screen, click the 'Advanced Search' button.

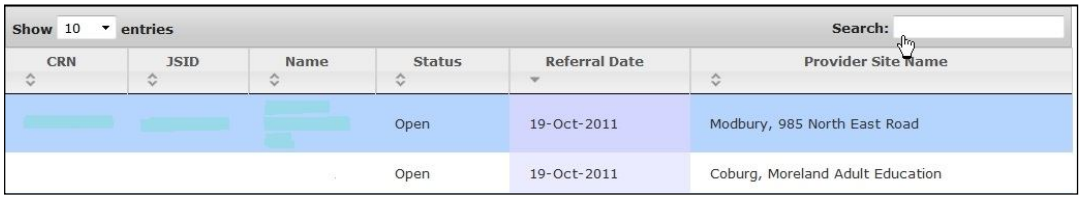

Client
Advanced Search...
Show 10 entries
Search:
Name
CRN
DOB
Client Status
Referral Date
01e3b127-d519-4f40-b017-452b59 9368a197-53d9-4a2c-94fa-e464ae 6332451441 31-May-1974 Completed Training Block (Completed Referral) 28-Dec-2010
0896cc8a-2718-4a08-a5fb-53a8b8 7b13c50f-9b77-4d89-b9cb-dd346c 206175895L 11-May-1990 Yet To Commence 25-Apr-2011
0c2b615c-9811-4dad-b506-4b66c2 4ac9b0d1-0cbe-4e1d-be6a-5a83cb 842063653O 06-Apr-1978 Yet To Commence 03-Apr-2011
1035c657-ee48-44de-a00a-7710ac ed2169c2-58fe-4b7e-9eb6-5892ca 106121945U 30-Mar-1968 Yet To Commence 19-Mar-2011
11f6dbc7-6bc1-4249-b7ba-d97124 ce19c122-f274-41a7-afc4-177ea1 161157892M 07-Apr-1968 Did Not Start Training 01-Mar-2011
1820020b-c8cc-42e5-9b37-4c41b8 be46011d-c9d3-4c84-9688-9b33e2 891684913V 29-Mar-1979 Commenced Training 01-Mar-2011
1bdf4ef4-6986-4dc5-80da-d67a40 3e2d8cd3-3b36-4310-af02-5f0164 548163247I 30-Mar-1973 Yet To Commence 21-Mar-2011
22e771cd-8162-4e1c-b184-0fd9c4 a8ab061a-33bd-4a97-876c-8247fb 502105763H 31-Mar-1985 Suspended Training 01-Mar-2011
25cc6bba-7bae-428b-acf0-0d73a7 65255dcc-9efe-40f2-9aaa-28f3a3 294108523Y 05-Apr-1976 Commenced Training 05-Apr-2011
26143ed1-7f35-4000-aaf0-012c17 b26716a6-d976-43cd-8d14-cbc2eb 420793201H 21-Mar-1972 Resumed Training 20-Mar-2011
Showing 1 to 10 of 300 entries
First Previous 1 2 3 4 5 Next Last

The *Advanced Search* window will open with fields for searching for a Client by Name, CRN or JSID, Referral Date range or by Status. You can also search by Provider and Site Name.

Enter the search criteria and click the 'Search' button.



The *Client* list will display all Clients matching the search criteria entered. From this screen, you can filter further by using the *Search* field or sort using the column sort.



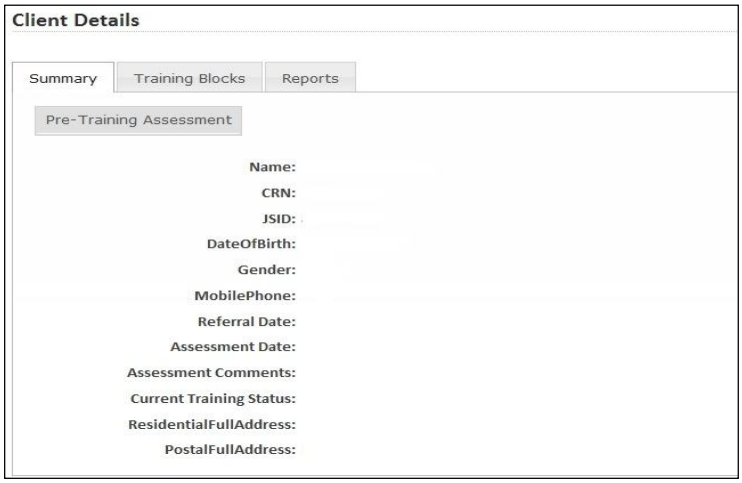
To clear the search results, open the *Advanced Search* and click the 'Clear' button.

3.5 The Client Record

The user can go into a Client's record to view specific details of the Client including Personal Details, Referral Details and Training Block information, and to add or change a Client's status.

After searching for a Client, select the Client by clicking on the row in the search grid.

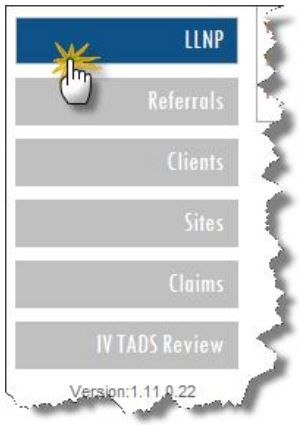
The *Client Details* screen is displayed. The *Summary* screen shows the overall details of the Client and a link to the Individual Training Plan (ITP) and Training Delivery information.



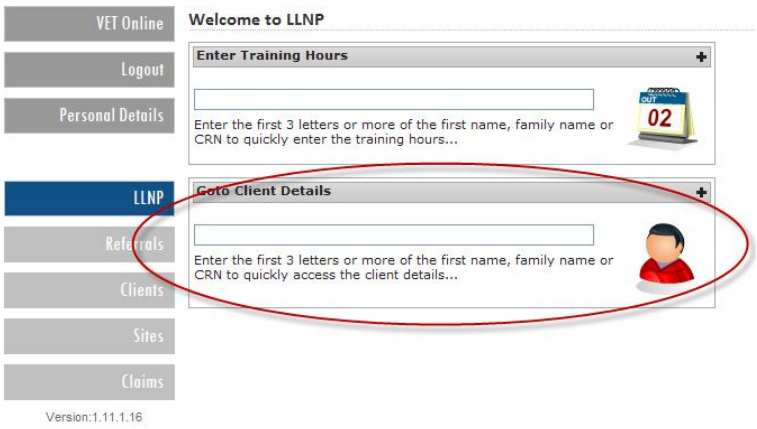
3.6 Client Quick Search – Home Page

From the main *LLNP Dashboard* page, a Client's record can be quickly accessed by using the *Goto Client Details* option on the LLNP home page. This search allows the user to enter 3 letters or more from any part of a Client's first name, family name or CRN to quickly access the Client's record.

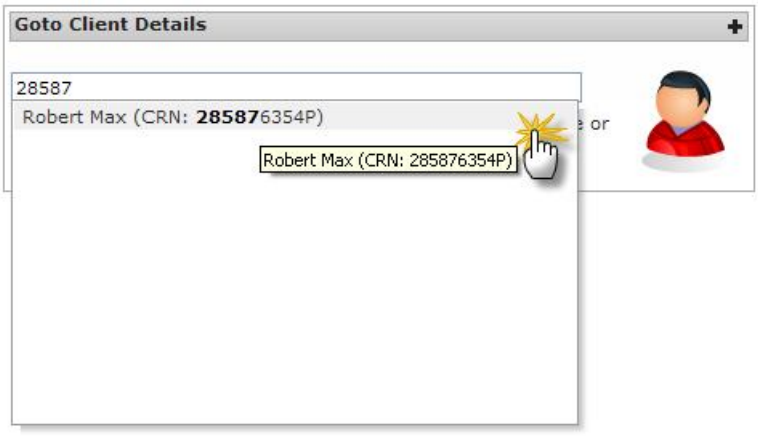
Click on the 'LLNP' button on the navigation menu to return to the LLNP home page.



The home page is displayed. Please note that the description on VET Online Quick Search does not currently match the search functionality. You may enter 3 letters of more of **any** part of the first name, family name or CRN (as opposed to "*first* 3 letters" which is the instruction that appears on VET Online).


VET Online
Logout
Personal Details
LLNP
Referrals
Clients
Sites
Claims
Version:1.11.1.16
Welcome to LLNP
Enter Training Hours
Enter the first 3 letters or more of the first name, family name or CRN to quickly enter the training hours...
Goto Client Details
Enter the first 3 letters or more of the first name, family name or CRN to quickly access the client details...

Start entering text (for example name or CRN) into the field provided. The system will search and display any Clients who match the text entered. Click on the Client in the list to access the Client's details.



This search facility will only return Clients who have been assessed with Training Recommended and have formally become a Client of the Training & Assessment (TA) Provider. **The Client search will not return referrals**.

4 How to Process a Referral

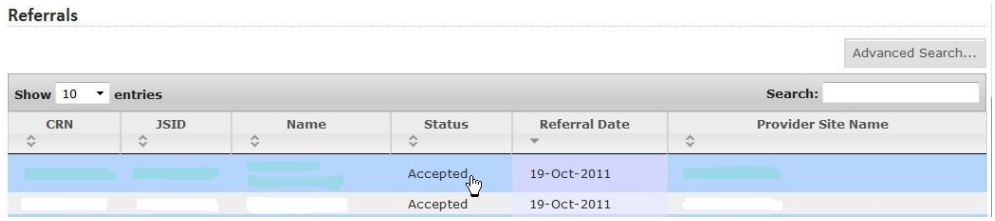
Topics covered in this section include:

- Receiving a referral from a Referring Agency (RA)
- Searching referrals
- Processing referrals (decline, did not show, accept)
- Recording the outcome of a PTA

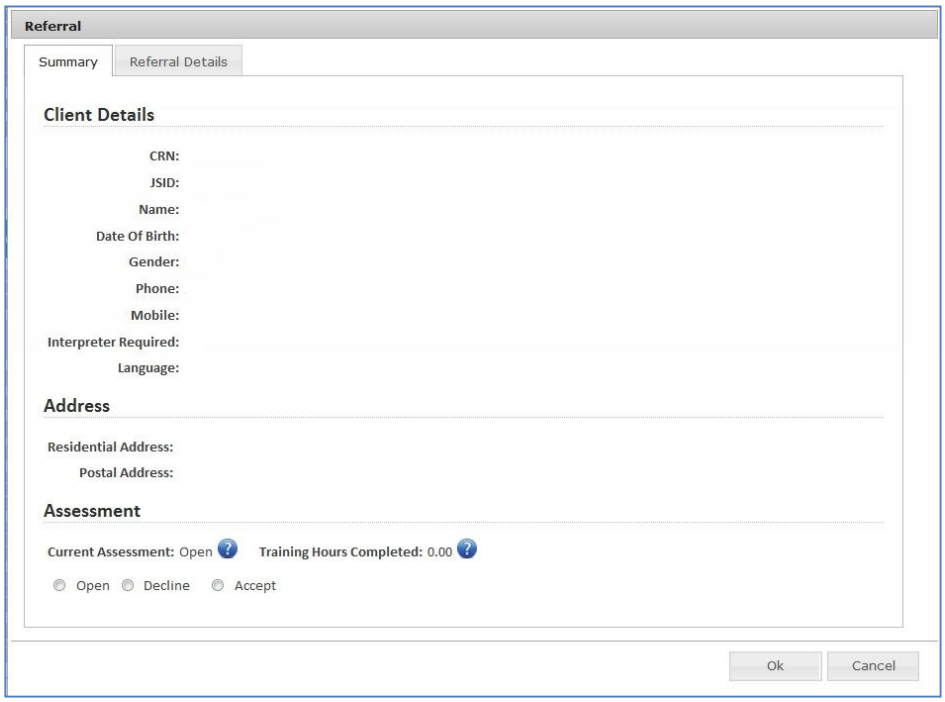
4.1 Viewing Referral Details

The user can view the referral details including Client and referral details such as the Referring Agency and location details.

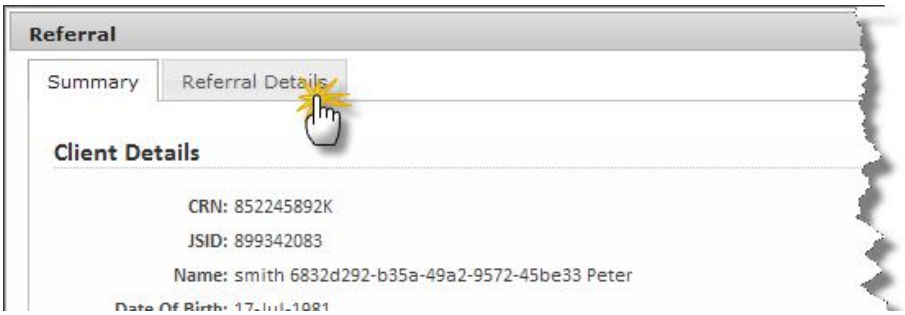
After searching for a referral, select the referral by clicking on the row in the search grid.



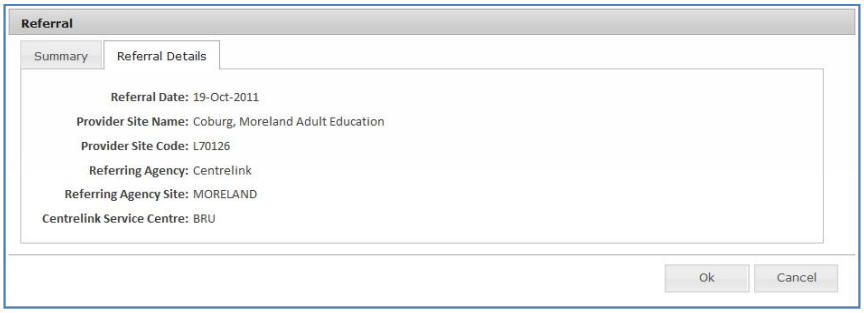
The *Referral* screen is displayed. The *Summary* tab is the default tab displaying the selected Client's details.



Click on the *Referral Details* tab to view details about the referral.

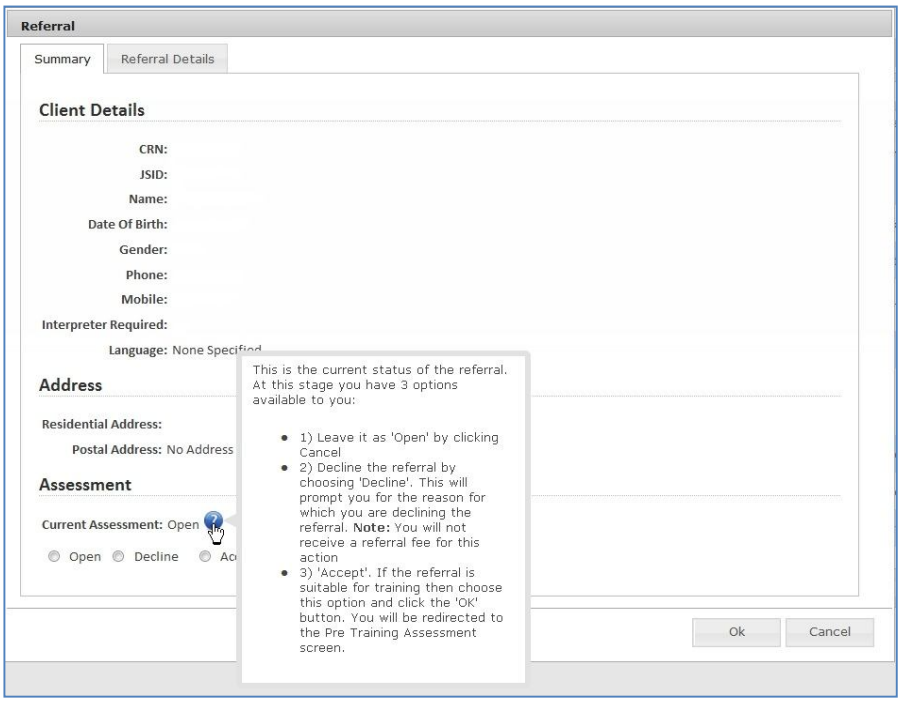


Referral Details are displayed including details of the Referring Agency.



At certain points in the system, you will notice a icon. This icon appears where a decision may be required or there is extra information for the user.

Hover your mouse over the and the help text will be displayed on the screen.


Referral
Summary
Referral Details
Client Details
CRN:
JSID:
Name:
Date Of Birth:
Gender:
Phone:
Mobile:
Interpreter Required:
Language: None Specified
Address
Residential Address:
Postal Address: No Address
Assessment
Current Assessment: Open
Open
Decline
This is the current status of the referral. At this stage you have 3 options available to you:
1) Leave it as 'Open' by clicking Cancel
2) Decline the referral by choosing 'Decline'. This will prompt you for the reason for which you are declining the referral. Note: You will not receive a referral fee for this action
3) 'Accept'. If the referral is suitable for training then choose this option and click the 'OK' button. You will be redirected to the Pre Training Assessment screen.
Ok
Cancel

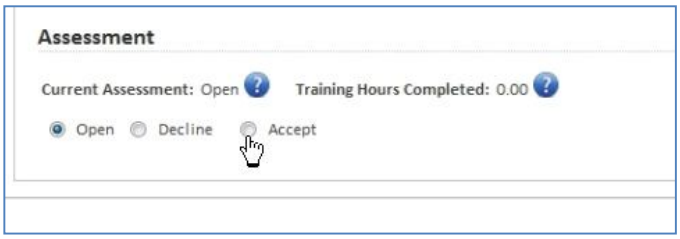
If a Client has been away from LLNP for six months or more (between the last program exit date and the date of the new referral), they may be entitled to another 800 hours of training. When the TA provider accepts the referral, the Training Hours Completed counter will reset to zero and the referral can be processed as per normal.

The provider can gauge if a Client has had a 6 month break from training by referring to the 'Program Last Exited' date that will show on the bottom right of the referral screen if the Client has been in training in LLNP in a prior referral. The Client should be 'Declined' unless a waiver request for the Client to access an additional 200 hours of training is appropriate.

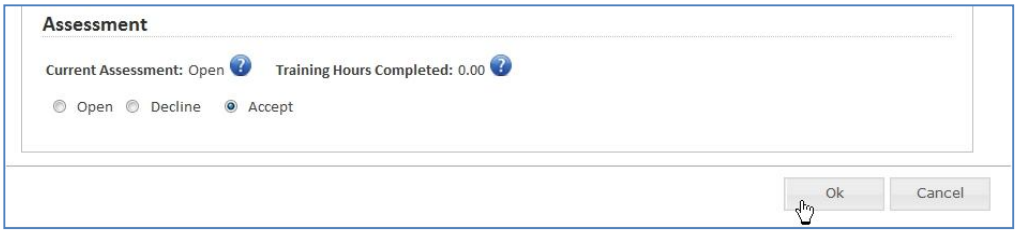
4.2 Accepting a Referral for PTA

The referring agency (Centrelink or Job Network) should call the TA Provider to make an appointment for a referred Client. The TA Provider should 'Accept' or 'Decline' the referral as appropriate. Accepting a referral will allow the TA Provider to either create a PTA or to claim a 'Did No Show'.

From the *Referral* screen, under the assessments panel of the *Referral* screen, click 'Accept'.

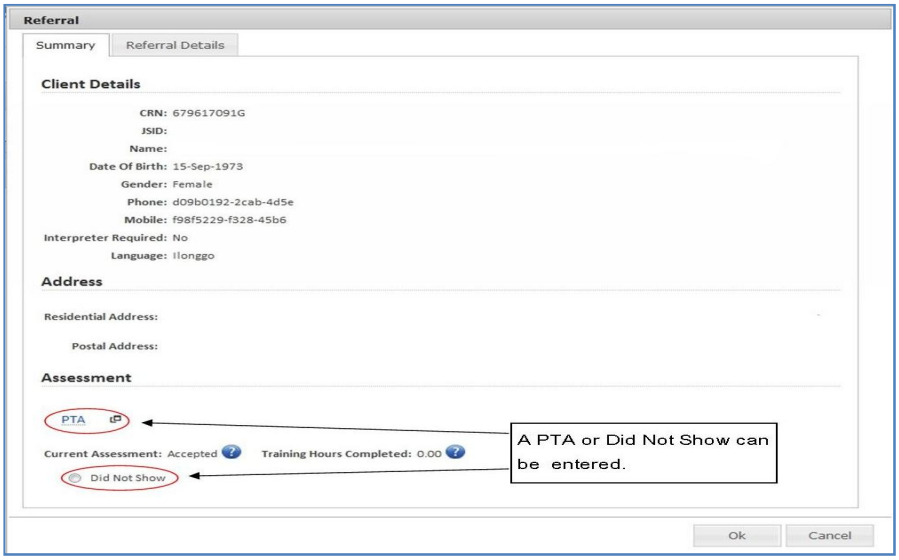


Click the 'OK' button to complete the referral entry and accept the referral.



A *Pre-Training Assessment* screen is displayed. A PTA can be created now, or the PTA can be closed and completed at a later date.

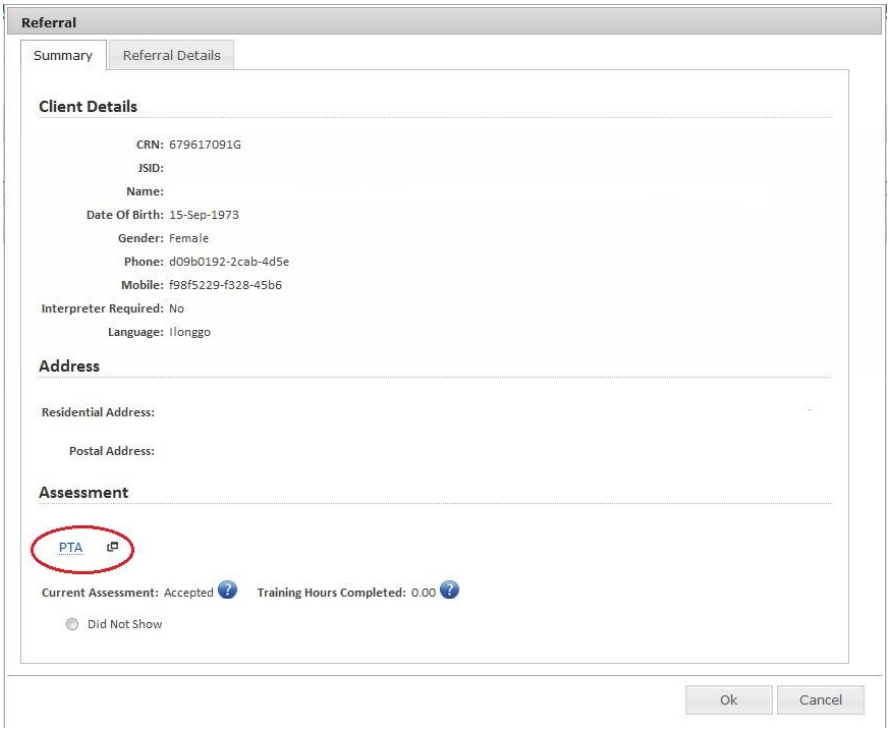
Navigating back to the referral, you will notice that the assessment area presents the 'Accepted' status and date. It will also allow you to enter a 'Did Not Show' or to enter the PTA.



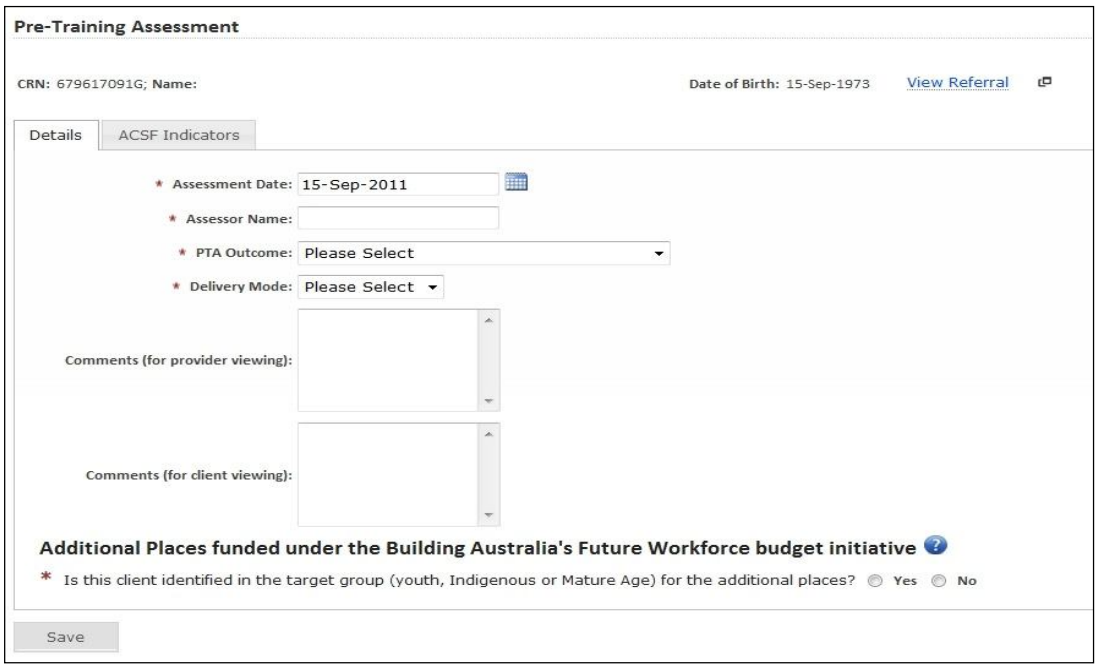
To return to the PTA at any time, click the 'PTA' link

4.3 Completing a PTA

In the *Assessment* panel of the *Referral* screen, click on the 'PTA' link to open the PTA.

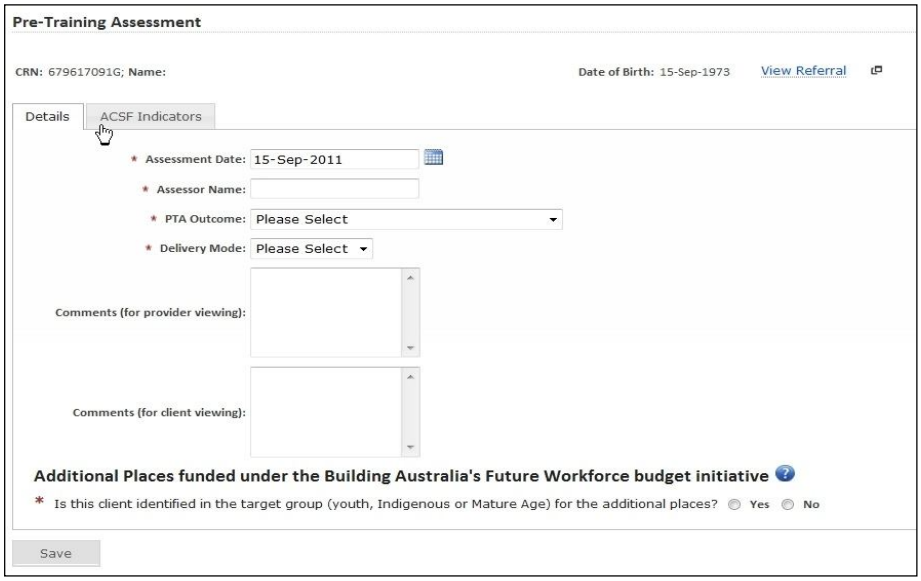


The *PTA* screen is displayed.

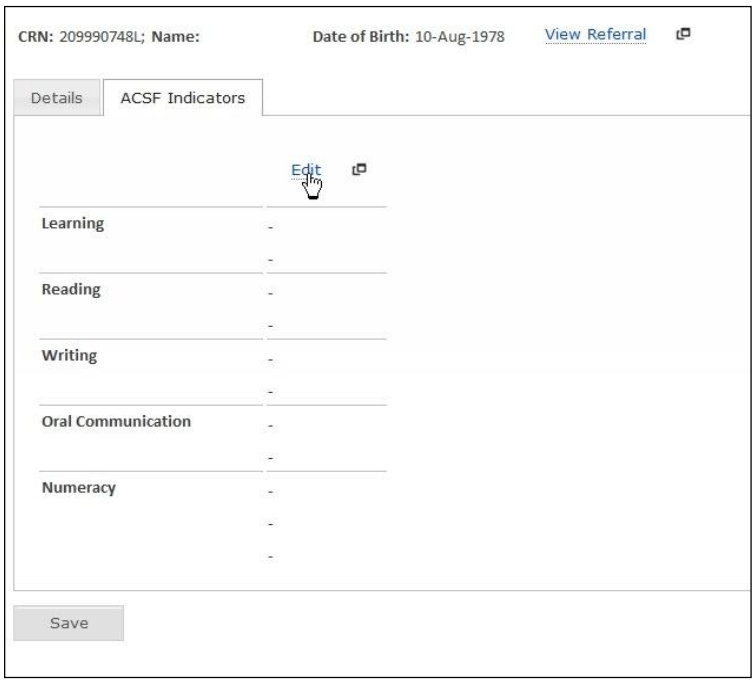

Pre-Training Assessment
CRN: 679617091G; Name:
Date of Birth: 15-Sep-1973
View Referral
Details
ACSF Indicators
* Assessment Date: 15-Sep-2011
* Assessor Name:
* PTA Outcome: Please Select
* Delivery Mode: Please Select
Comments (for provider viewing):
Comments (for client viewing):
Additional Places funded under the Building Australia's Future Workforce budget initiative
* Is this client identified in the target group (youth, Indigenous or Mature Age) for the additional places? Yes No
Save

4.4 Recording the Australian Core Skills Framework (ACSF) Levels

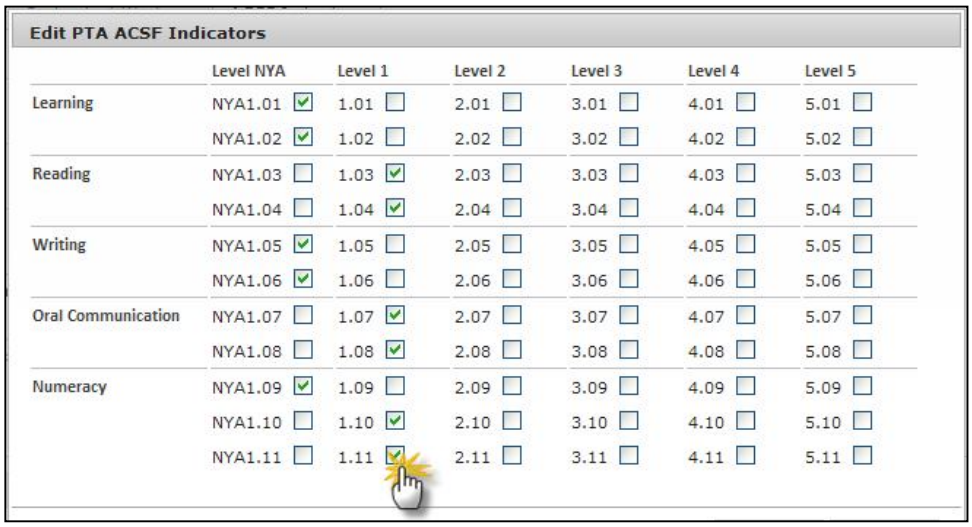
From the *PTA* screen, click the *ACSF Indicators* tab.


Pre-Training Assessment
CRN: 679617091G; Name:
Date of Birth: 15-Sep-1973
View Referral
Details
ACSF Indicators
* Assessment Date: 15-Sep-2011
* Assessor Name:
* PTA Outcome: Please Select
* Delivery Mode: Please Select
Comments (for provider viewing):
Comments (for client viewing):
Additional Places funded under the Building Australia's Future Workforce budget initiative
* Is this client identified in the target group (youth, Indigenous or Mature Age) for the additional places? Yes No
Save

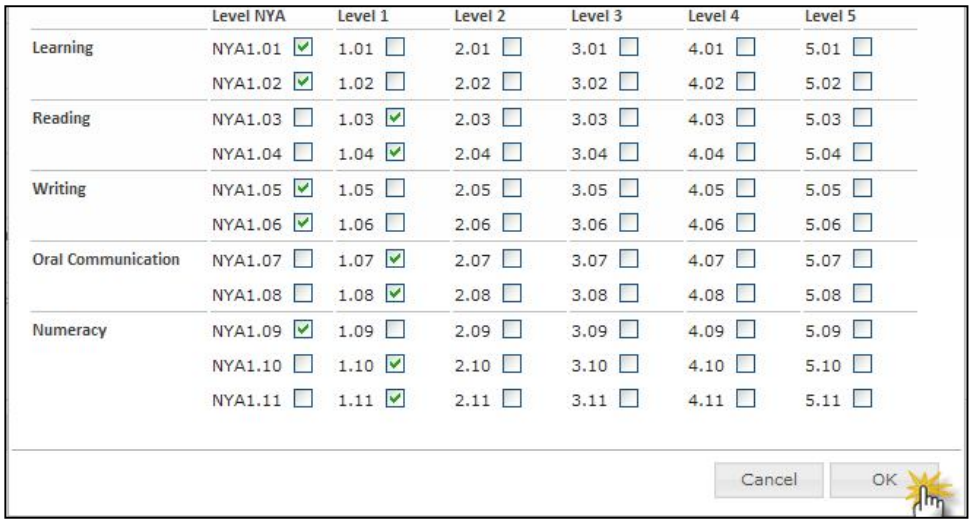
The ACSF Indicators are listed in read only form. Click the 'Edit' button to add ACSF Indicators to the PTA.



The ACSF Indicators are now editable. Tick the box next to the appropriate indicator and level.



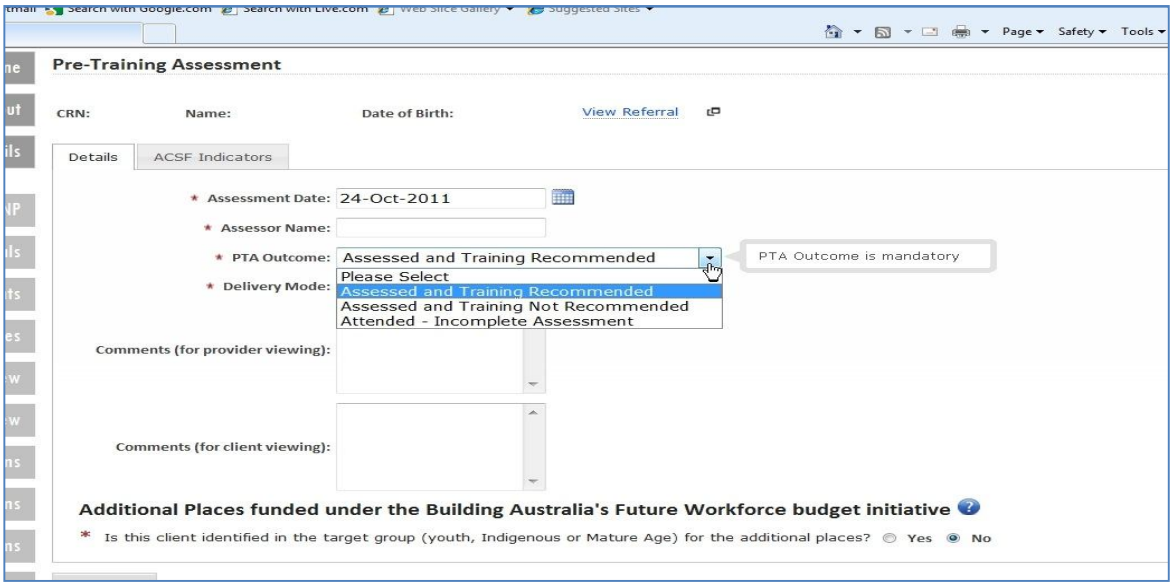
Click the 'OK' button to save the ACSF indicators on the PTA.



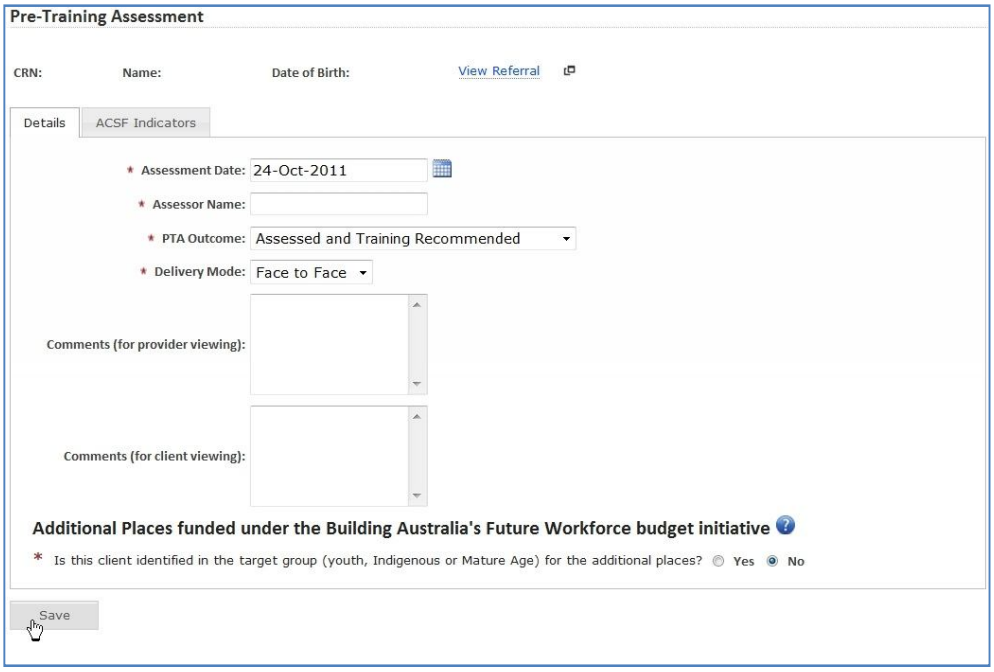
The ACSF indicators selected are now displayed on the *ACSF Indicator* screen.

4.5 Completing the PTA

On the *Details* tab of the PTA, fill in the mandatory fields for assessment date and assessor name. Select the outcome of the PTA and the training delivery mode.

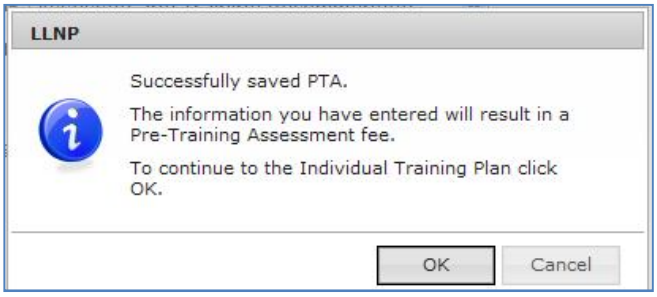

Pre-Training Assessment
CRN:
Name:
Date of Birth:
View Referral
Details
ACSF Indicators
* Assessment Date: 24-Oct-2011
* Assessor Name:
* PTA Outcome: Assessed and Training Recommended
PTA Outcome is mandatory
* Delivery Mode:
Please Select
Assessed and Training Recommended
Assessed and Training Not Recommended
Attended - Incomplete Assessment
Comments (for provider viewing):
Comments (for client viewing):
Additional Places funded under the Building Australia's Future Workforce budget initiative
* Is this client identified in the target group (youth, Indigenous or Mature Age) for the additional places? Yes No

Click the 'Save' button to complete the PTA.


Pre-Training Assessment
CRN:
Name:
Date of Birth:
View Referral
Details
ACSF Indicators
* Assessment Date: 24-Oct-2011
* Assessor Name:
* PTA Outcome: Assessed and Training Recommended
* Delivery Mode: Face to Face
Comments (for provider viewing):
Comments (for client viewing):
Additional Places funded under the Building Australia's Future Workforce budget initiative
* Is this client identified in the target group (youth, Indigenous or Mature Age) for the additional places? Yes No
Save

Under the new 'Building Australia's Future Workforce' budget measure, the LLNP program has received funding for additional training places. A new question has been added to the *PTA* screen to capture data pertaining to the additional places. NB: This is only to be used by those providers who receive additional funding for these places via a contract variation.

After the PTA has been created, a dialog box will be displayed. Click 'OK' to continue to create the ITP or click the 'Cancel' button to return to the *Referral* screen.

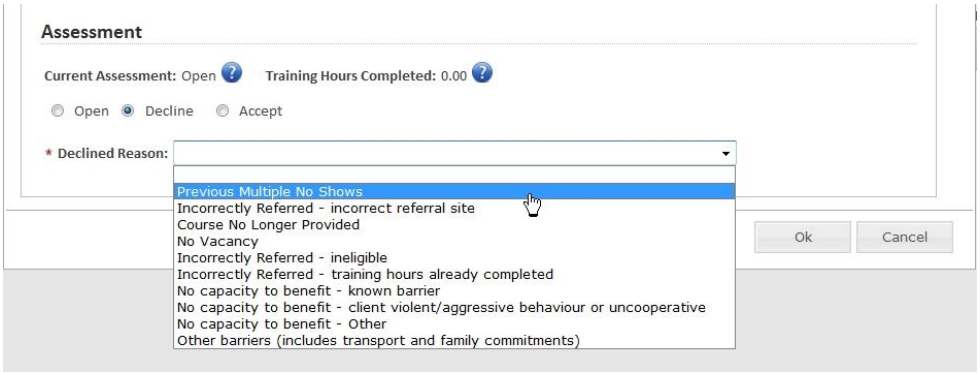

LLNP
Successfully saved PTA.
The information you have entered will result in a Pre-Training Assessment fee.
To continue to the Individual Training Plan click OK.
OK
Cancel

4.6 Declining a Referral

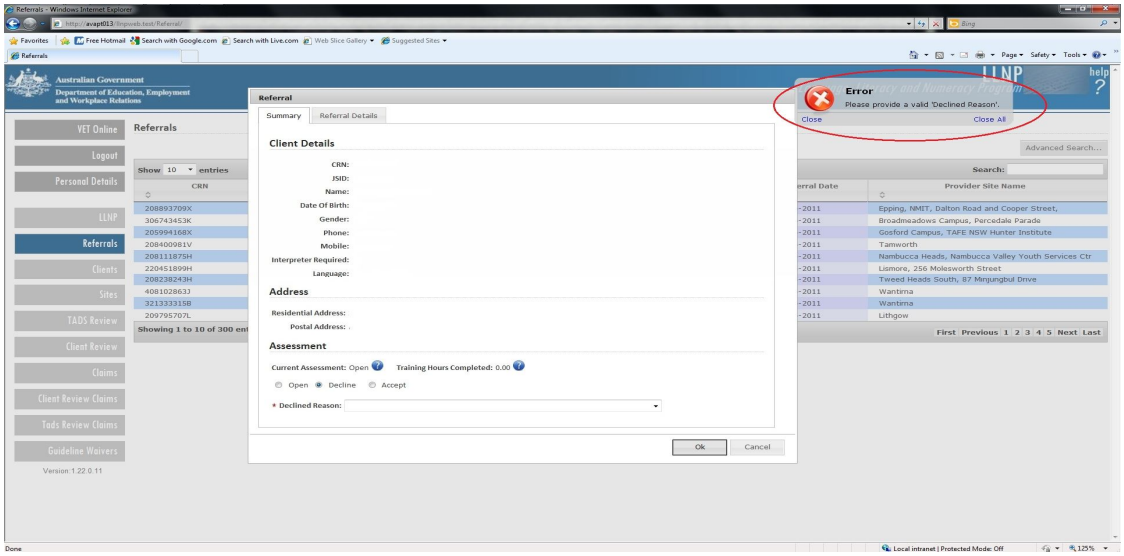
A TA Provider may decline a referral received from a Referring Agency. A declined referral will finalise a referral prior to a PTA being recorded and is reserved for cases where there is an incorrect referral, where the individual is ineligible for training or the Client has been 'Referred in Error'.

From the *Referral* screen, under the *Assessment* section of the referral, click 'Decline'.

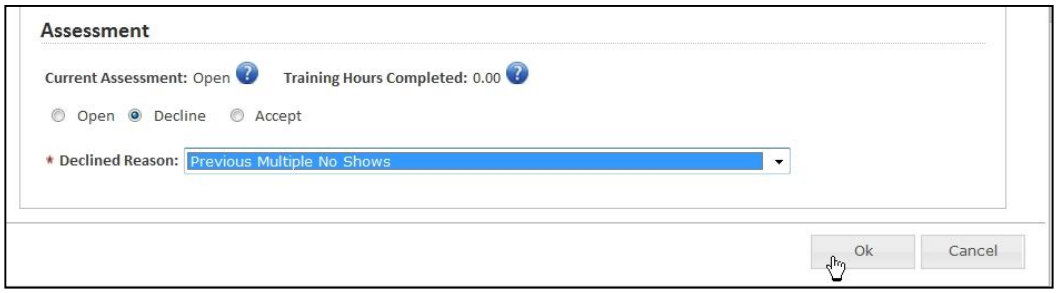
The *Declined Reason* drop down list is presented. Select the appropriate Declined Reason code from the list.



Error messages are presented at the top right hand side of the screen. A Declined Reason code must be selected before completing the referral assessment. If the Declined Reason code is not entered, an error message will pop up.



Click the 'OK' button to decline the referral. The referral will be finalised and the Referring agency advised via the existing interface that the referral was declined.

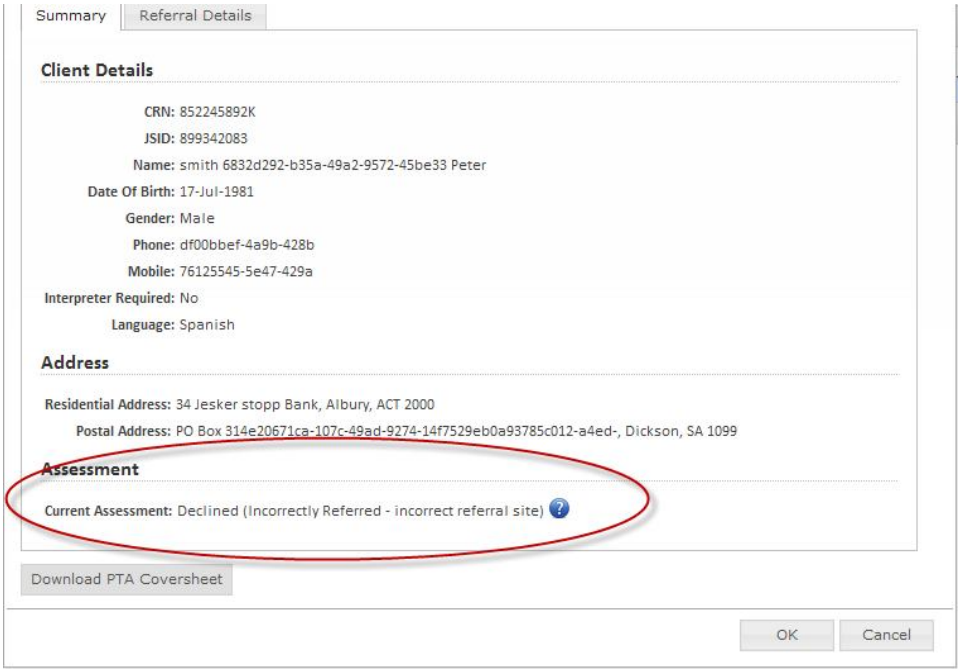


4.7 Referred In Error

If the Client has been 'Referred in Error' the options 'Open', and 'Accept' are greyed out and cannot be selected. You can only select 'Decline' and the Declined Reason will default to 'Referred in Error'.

With a 'Referred in Error' referral, the user only has to click the 'OK' button. The referral is now declined.

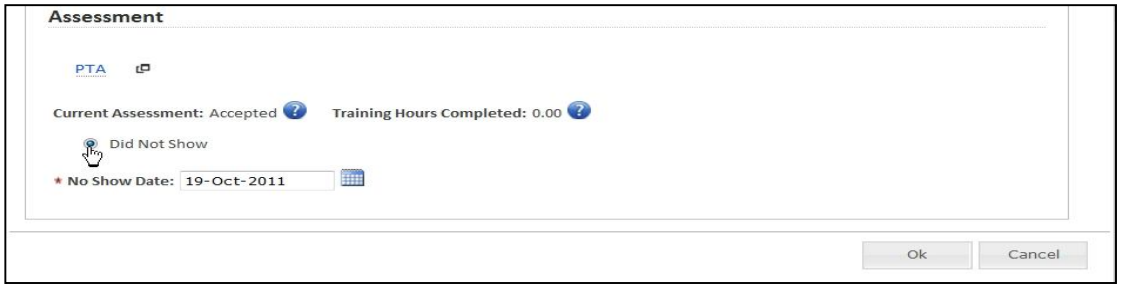
Navigating back to the *Referral* screen, the *Assessment* panel has changed to read only and the Declined status with the selected reason code is displayed.



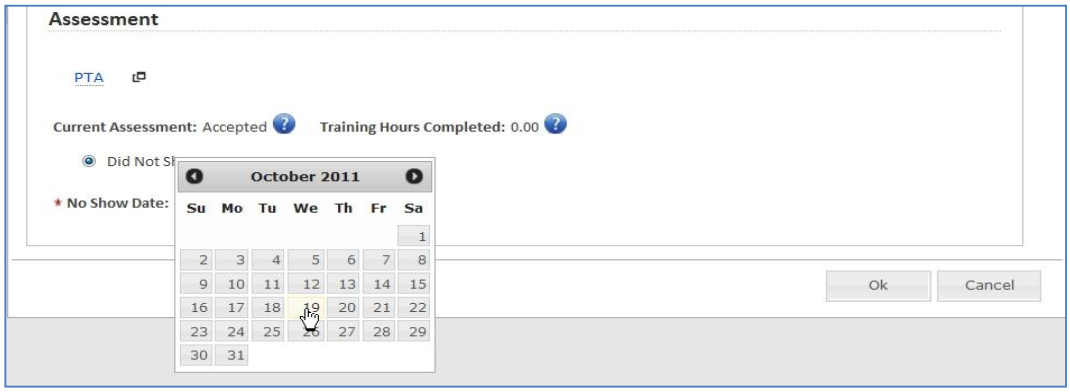
4.8 Recording a PTA No Show

A TA Provider may record a 'Did Not Show' on a referral after it has been 'Accepted' when the Client did not come to the arranged interview with the TA Provider. A 'Did Not Show' referral will finalise the referral prior to a PTA being recorded.

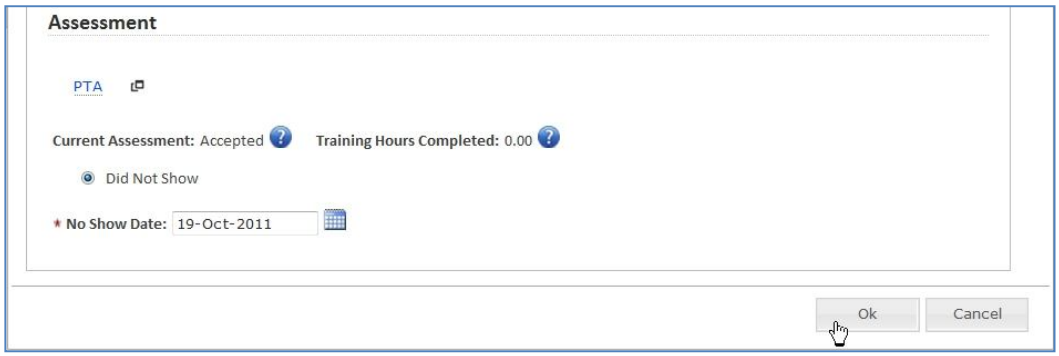
From the *Referral* screen, under the *Assessment* section, click the 'Did Not Show' button.



Select the date the Client was expected to show for a PTA. Click on the date picker and select the date.

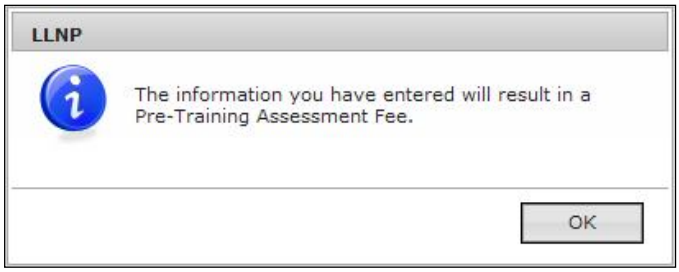


Click the 'OK' button to complete the referral entry and record a 'Did Not Show'.

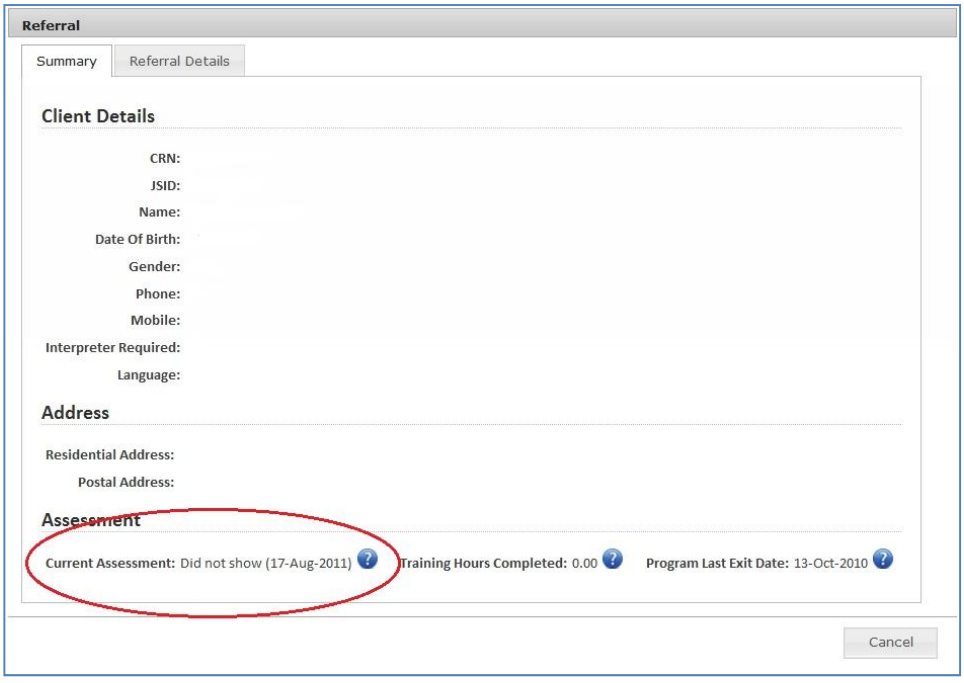


A Did Not Show status on the referral will generate a PTA part payment (25% of the full PTA amount). The referral will be finalised and the Referring agency advised via AWT that the Client did not attend the PTA.

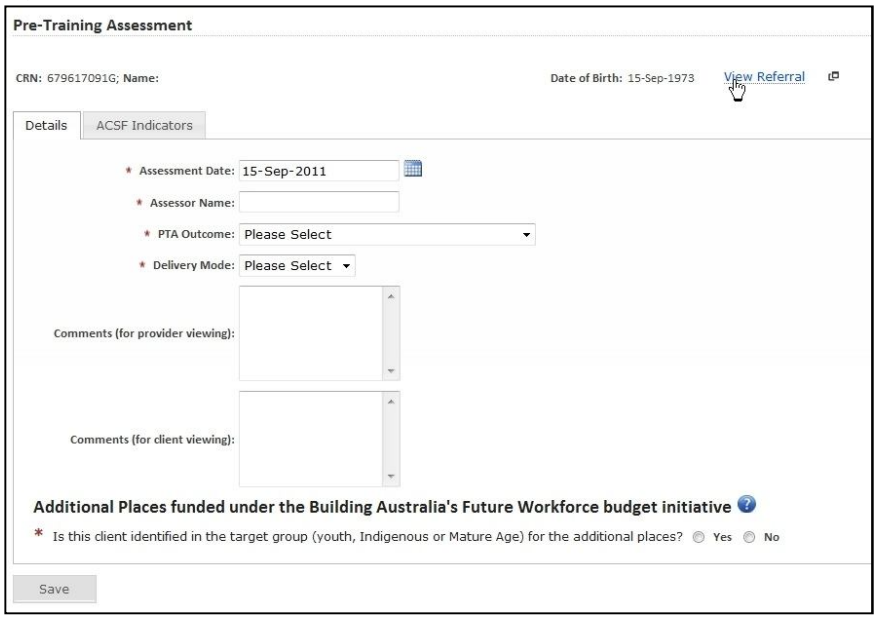
An information message will be displayed indicating that a fee has been created.



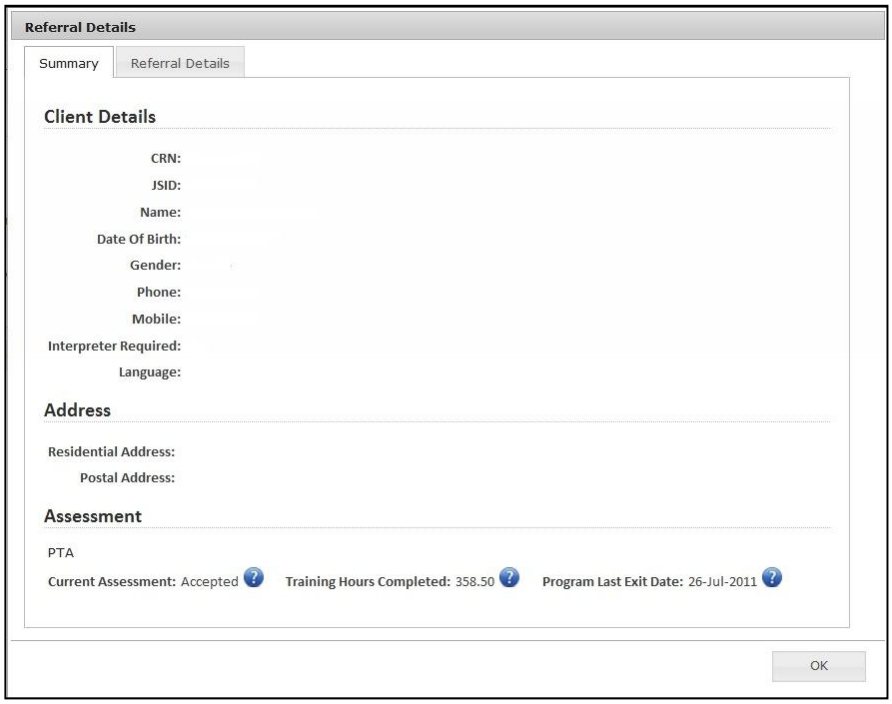
Navigating back to the *Referral* screen, the *Assessment* panel will now be read only and displays the 'Did Not Show' status and a date.



At any time during the PTA process, the referral can be viewed by clicking the 'View Referral' link at the top of the *PTA* screen.


Pre-Training Assessment
CRN: 679617091G; Name:
Date of Birth: 15-Sep-1973
View Referral
Details
ACSF Indicators
* Assessment Date: 15-Sep-2011
* Assessor Name:
* PTA Outcome: Please Select
* Delivery Mode: Please Select
Comments (for provider viewing):
Comments (for client viewing):
Additional Places funded under the Building Australia's Future Workforce budget initiative
* Is this client identified in the target group (youth, Indigenous or Mature Age) for the additional places? Yes No
Save

This will display the referral in a pop up window.



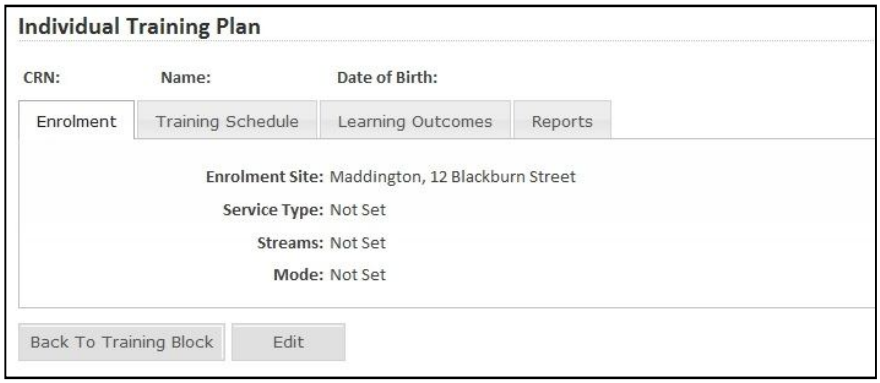
5 Individual Training Plan (ITP)

An ITP is required for each block of training that the Client will attend. The ITP records the details of the Client's training delivery such as specific training types and streams, number of hours training, proposed start and end dates and the learning outcomes of the training block.

5.1 Creating an ITP

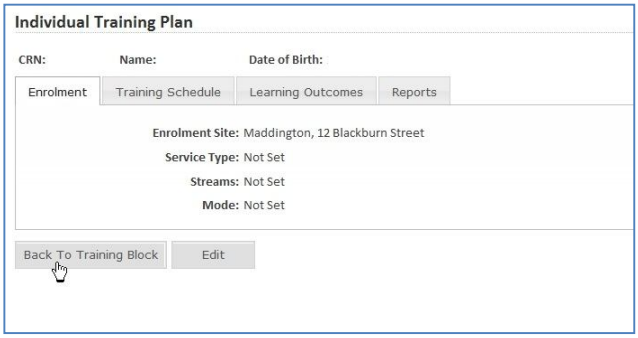
From the *Training Block* screen, click the row that states 'Not Commenced'. From the *Training Block Details* screen, click the 'Individual Training Plan' button. If an ITP has not been created, this will open a blank ITP form. If an ITP has been created for a training block, the training block details will be displayed.

The ITP screen is open in read only. Navigate to the ITP details by clicking the tabs at the top of the screen.



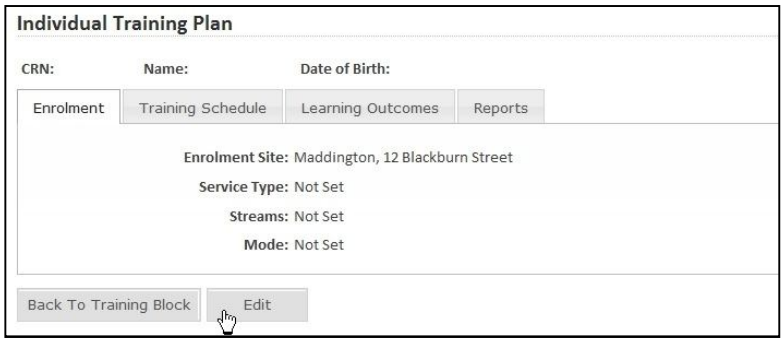
During the creation of an ITP, you can return to the *Training Block* screen at any time. Click on the 'Back to Training Block' button to return to the *Training Block Details* screen.

To return to the ITP, click on the 'Individual Training Plan' button.

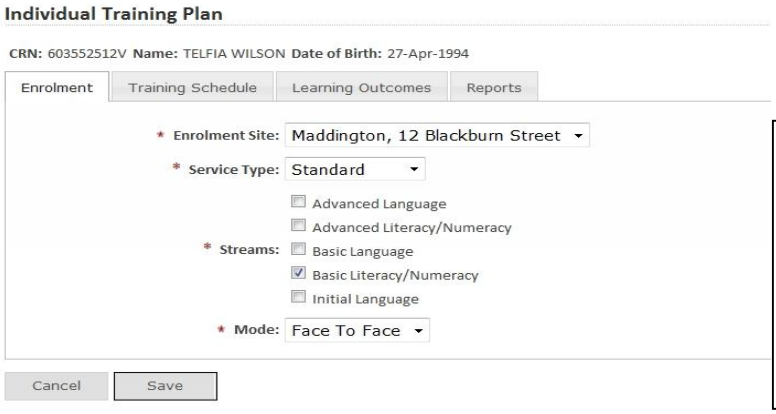


5.2 Adding ITP Enrolment Details

After opening the *ITP* screen, click the 'Edit' button to make changes to the ITP.



Enter the values in the drop down lists corresponding to the LLNP site, service and training service agreed with the Client.



A site may be changed on an ITP to a TA Provider site within the same BSA as the referral site.

Service Type

The Service Type identifies whether the Client will be enrolled in Adanced Vocational (AVOC), Complementary Training (CT) or Standard training. The service type values presented are those approved for delivery at the chosen training delivery site.

Streams

The stream identifies whether the Client will be attending Literacy/Numeracy or Language training in Initial, Basic or Advanced. The streams shown are those approved for delivery at the chosen training delivery site. Multiple streams can be selected.

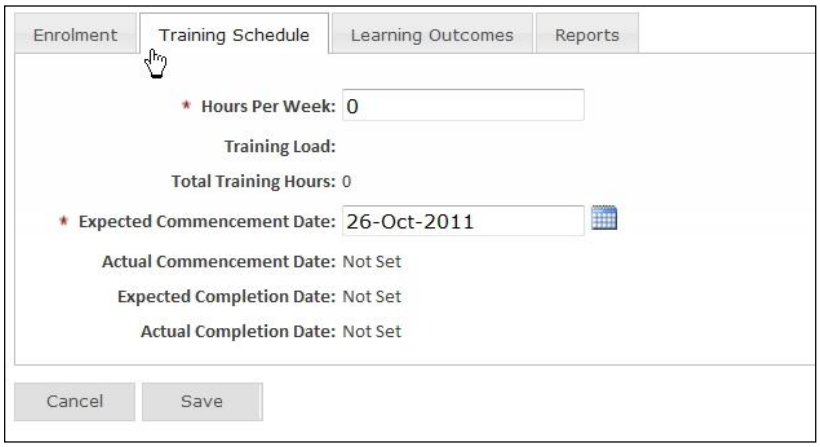
Mode

The mode identifies whether the Client is attending face to face training or training by distance education.

5.3 Adding the ITP Training Schedule

The training schedule component of the ITP records the training load and hours of the Client's attendance, and the expected commencement and completion dates.

On the *ITP* screen, after clicking the 'Edit' button, click on the *Training Schedule* tab.

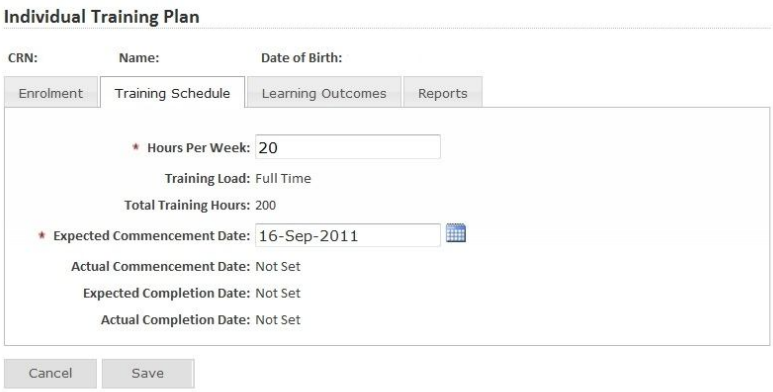


Training Load (Full Time/Part Time) is automatically calculated and populated based on the number of training hours per week and the type of training.

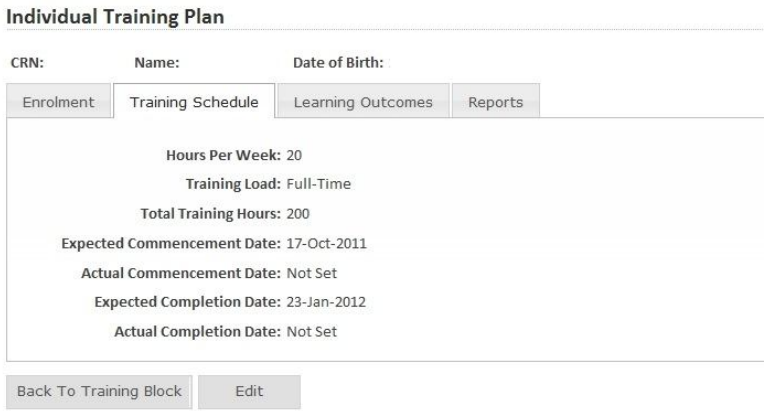
The total training hours is calculated on the learning outcomes section of the ITP and once learning outcomes are added, the training hours will be populated.

The expected completion date is also automatically calculated based on the total training hours and the number of hours per week the Client is attending training. This will be calculated after the learning outcomes are added.

Enter the Hours Per Week and the Expected Commencement Date.



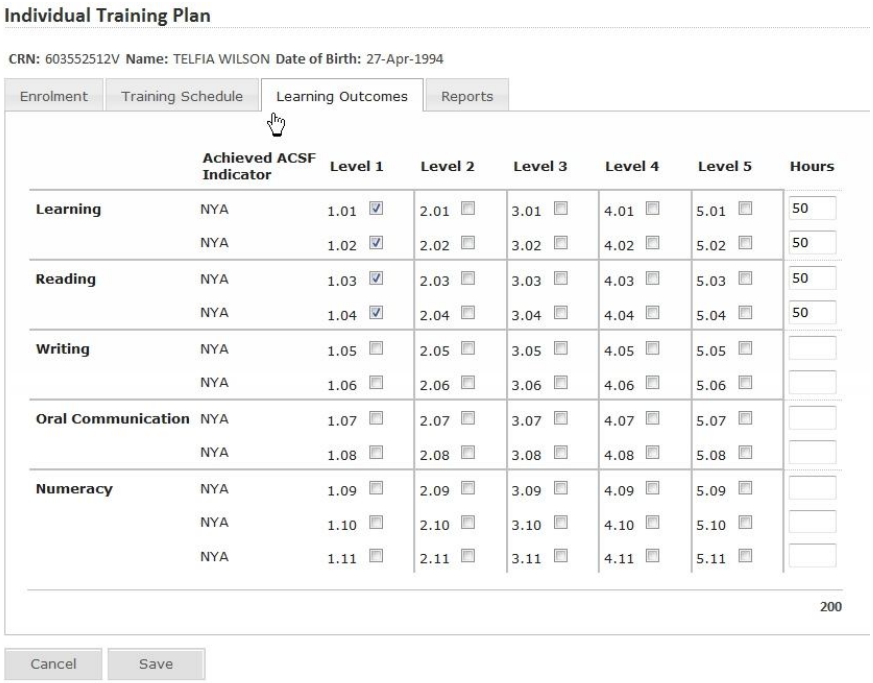
Once the Learning Outcomes are added (see next section), click on the 'Save' button and the full details of the *Training Schedule* will be populated.



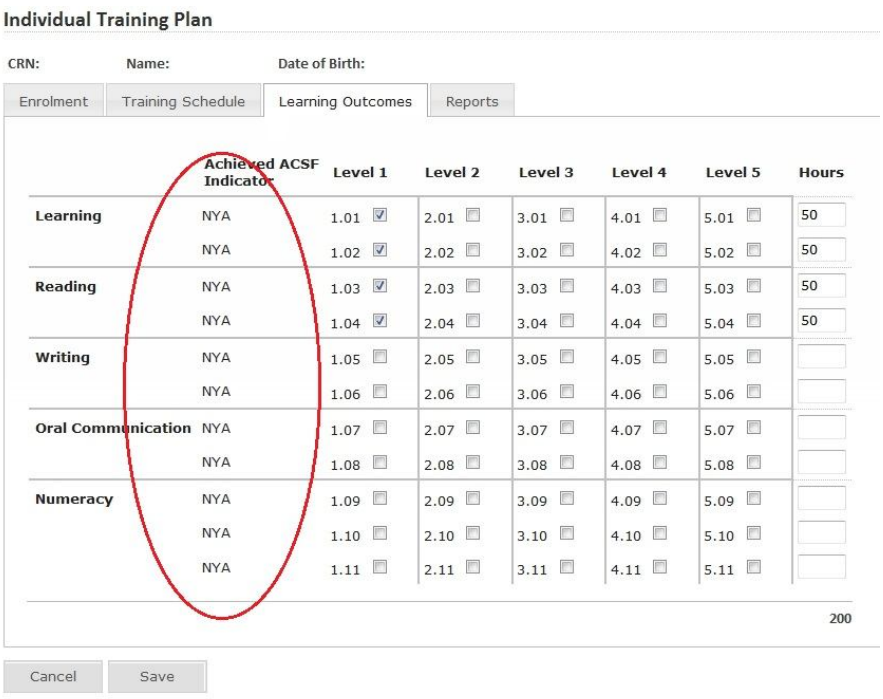
5.4 Adding the ITP Learning Outcomes

Learning outcomes record the ACSF indicators that the Client will aim to achieve in the training block. The assessor should assign the number of hours against each indicator.

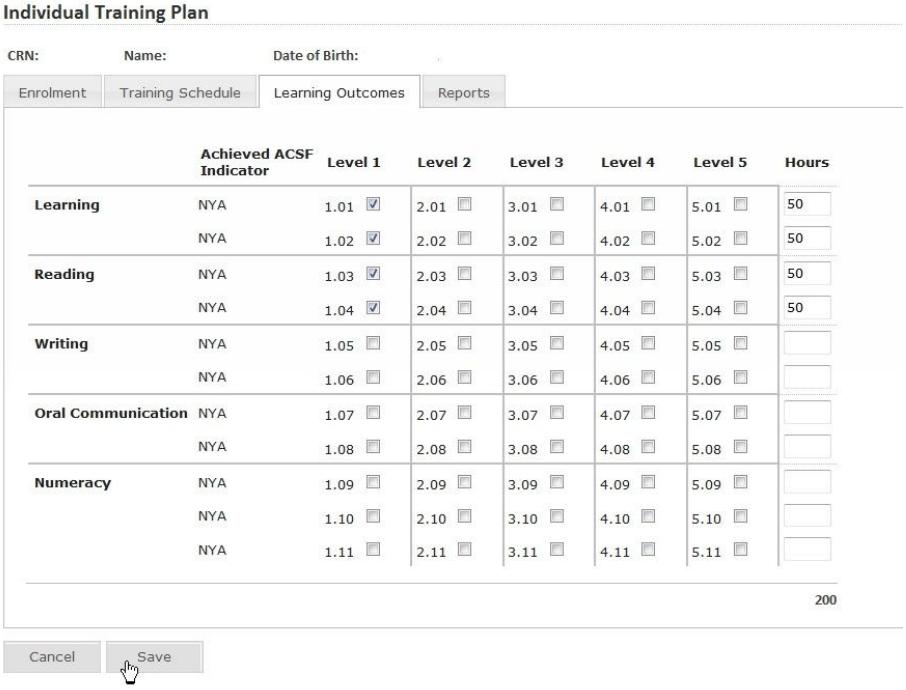
On the *ITP* screen, after clicking the 'Edit' button, click the *Learning Outcomes* tab.



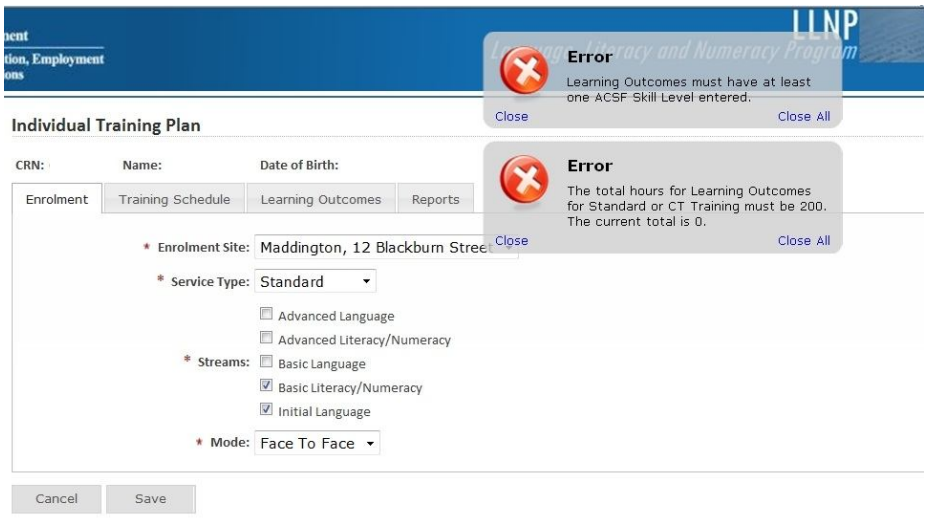
You will notice that information entered on the PTA is shown at the left hand side. This shows the indicators that were recorded as part of the PTA and allows appropriate levels to be assigned without the need to navigate back to the PTA.



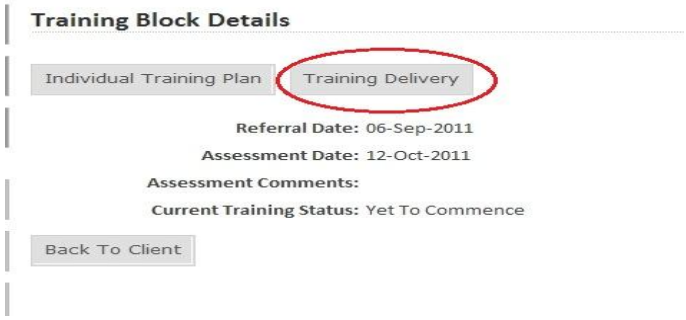
Enter the appropriate ACSF indicators to be achieved in the training block and assign hours against each indicator. Click 'Save'.



Where there are not an appropriate number of indicators selected or hours entered error messages will be displayed at the top right hand side of the application window.



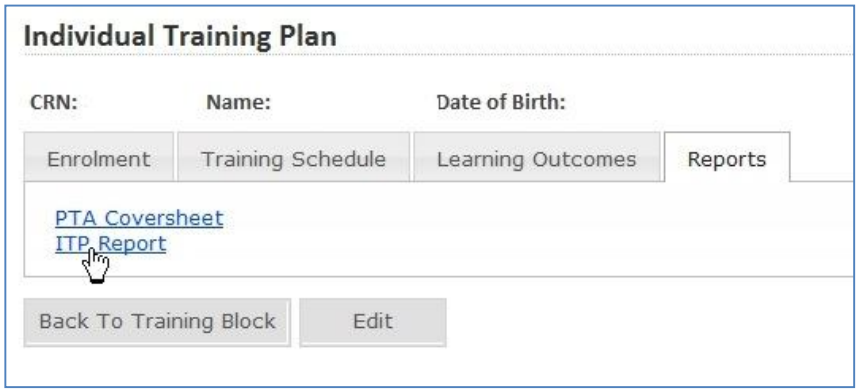
After the ITP is saved, navigate back to the *Training Block* screen where the 'Training Delivery' button will appear. This is where all Client training hours and Client status changes will be recorded.



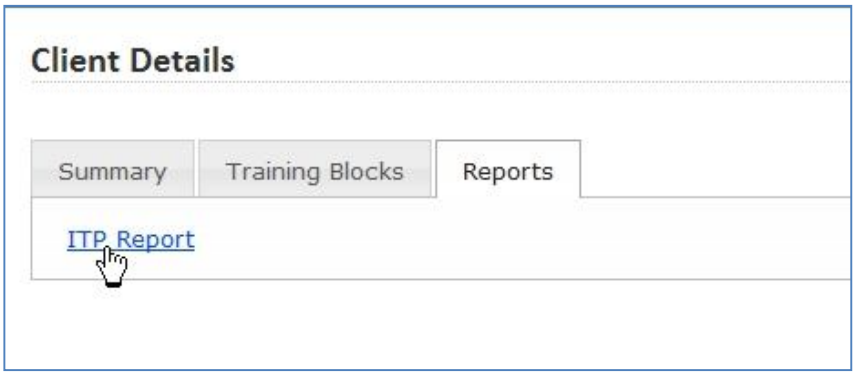
5.5 Printing the ITP for the Client

The ITP can be printed for the Client to give the Client a record of the training planned for the training block.

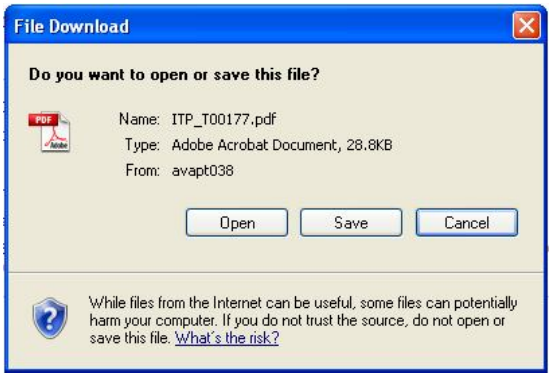
From the *ITP* screen, navigate to the *Reports* tab and click on the 'ITP Report' link. The form which will be downloaded will include details from all the tabs on the ITP.

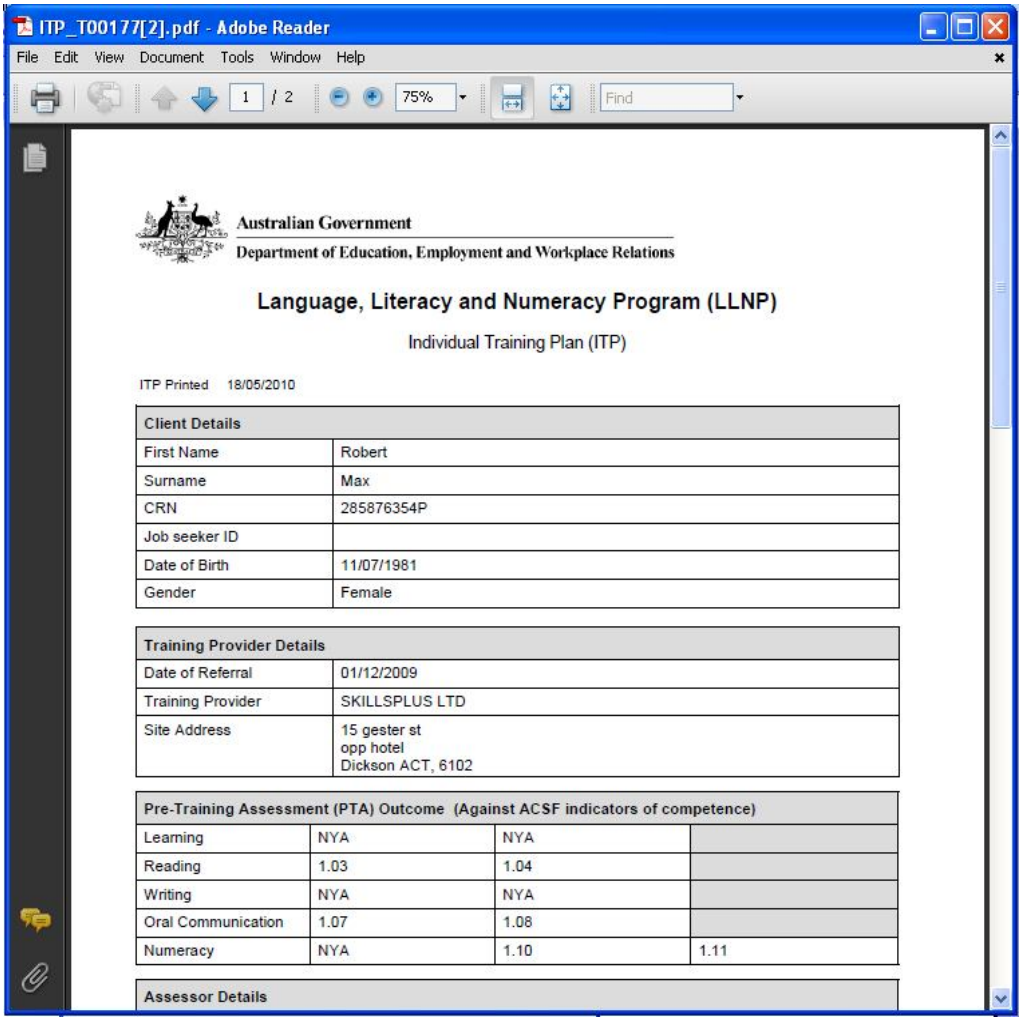


The 'ITP Report' is also available to download from the *Client Details* screen.



The ITP will be presented in PDF format. Click the 'Open' button and the ITP document will be displayed.


File Download
Do you want to open or save this file?
Name: ITP_T00177.pdf
Type: Adobe Acrobat Document, 28.8KB
From: avapt038
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

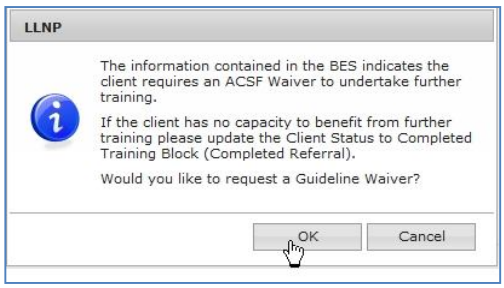


6 Guideline Waivers

6.1 ACSF Waivers

An ACSF Waiver is required when a Client does not achieve two full ACSF Indicators at the end of a training block.

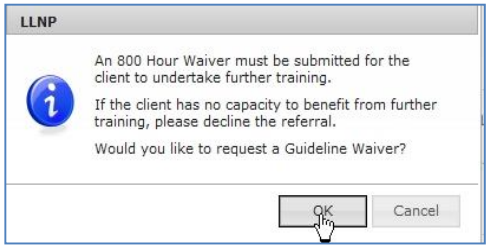
A pop-up message will appear to inform the user to apply for a Guideline Waiver if an ACSF Waiver is required.


LLNP
The information contained in the BES indicates the client requires an ACSF Waiver to undertake further training.
If the client has no capacity to benefit from further training please update the Client Status to Completed Training Block (Completed Referral).
Would you like to request a Guideline Waiver?
OK
Cancel

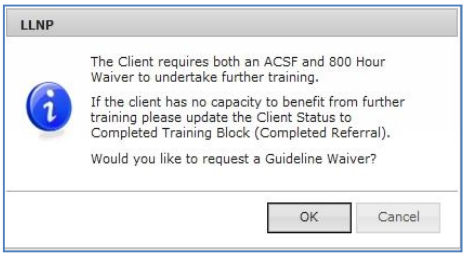
6.2 800 Hour Waivers

An 800 Hour Waiver is required when a Client has reached their 800 hour training entitlement and has the capacity to benefit from a further 200 hour block of training.

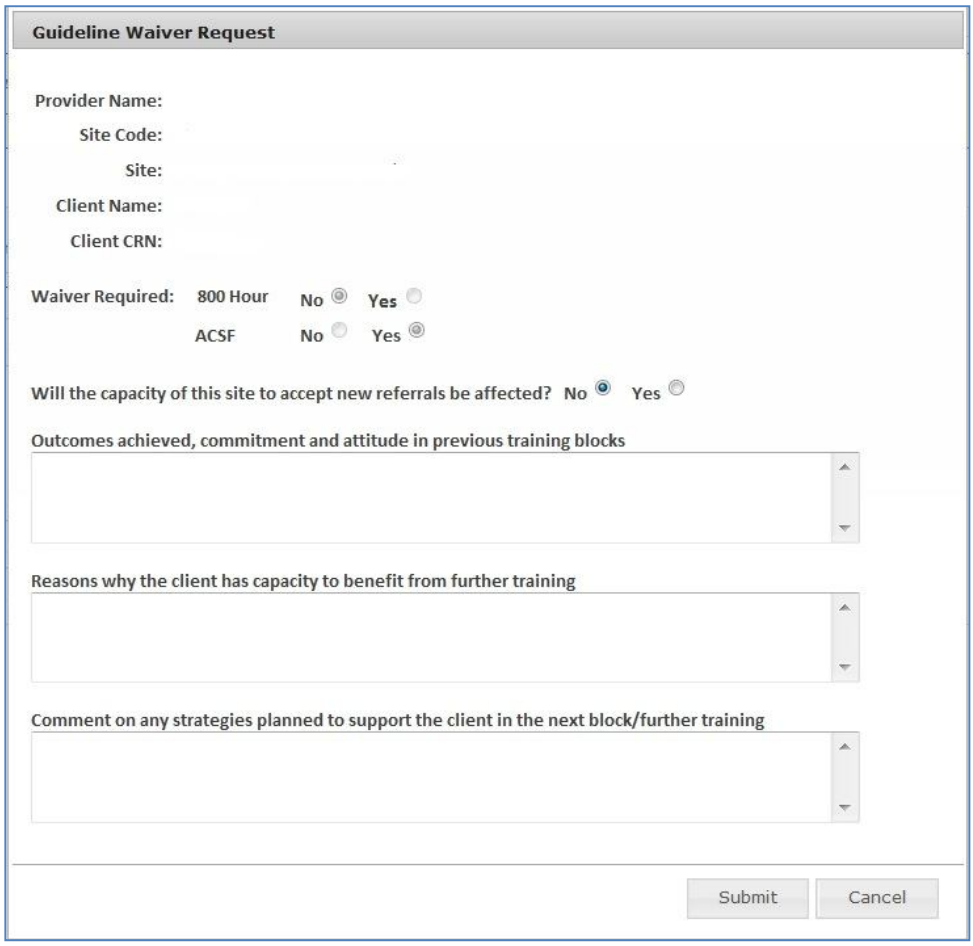
A pop-up message will appear to inform the user to apply for a Guideline Waiver if an 800 Hour Waiver is required.


LLNP
An 800 Hour Waiver must be submitted for the client to undertake further training.
If the client has no capacity to benefit from further training, please decline the referral.
Would you like to request a Guideline Waiver?
OK
Cancel

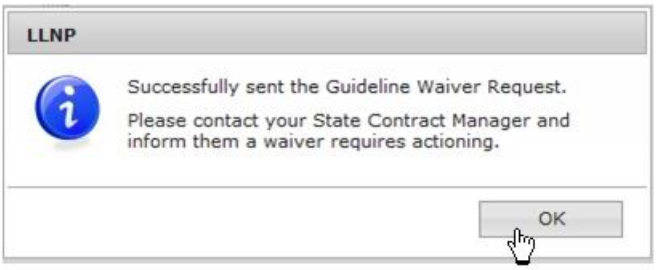
If the Client needs both an ACSF Waiver and an 800 Hour Waiver the system will show the following:


LLNP
The Client requires both an ACSF and 800 Hour Waiver to undertake further training.
If the client has no capacity to benefit from further training please update the Client Status to Completed Training Block (Completed Referral).
Would you like to request a Guideline Waiver?
OK
Cancel

When 'OK' is clicked, the Guideline Waiver Request window will pop up.


Guideline Waiver Request
Provider Name:
Site Code:
Site:
Client Name:
Client CRN:
Waiver Required: 800 Hour No Yes
ACSF No Yes
Will the capacity of this site to accept new referrals be affected? No Yes
Outcomes achieved, commitment and attitude in previous training blocks
Reasons why the client has capacity to benefit from further training
Comment on any strategies planned to support the client in the next block/further training
Submit
Cancel

Fill in the details for the Client and then click on the 'Submit' button. A confirmation message will appear informing the user that the waiver has been submitted. Contact your State Contract Manager (SCM) to inform them of the pending waiver request.

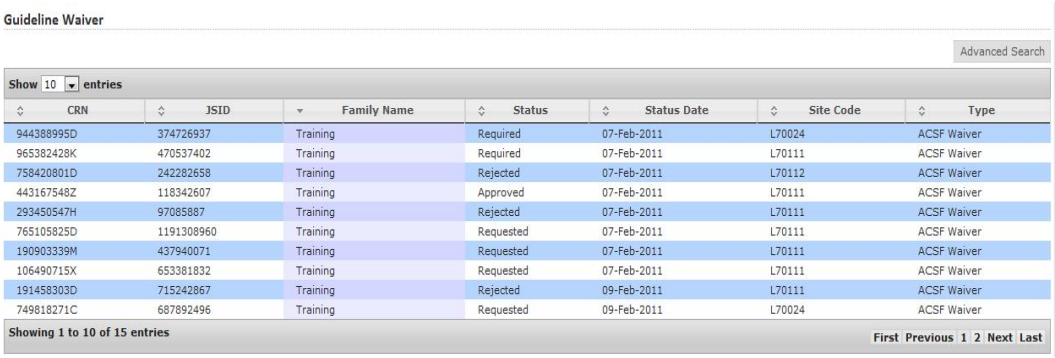

LLNP
Successfully sent the Guideline Waiver Request.
Please contact your State Contract Manager and inform them a waiver requires actioning.
OK

6.3 Approving or Rejecting ACSF Waivers (For DEEWR State Contract Managers)

When the provider has contacted the SCM, the SCM should log into VETOL to approve or reject the requested waiver.

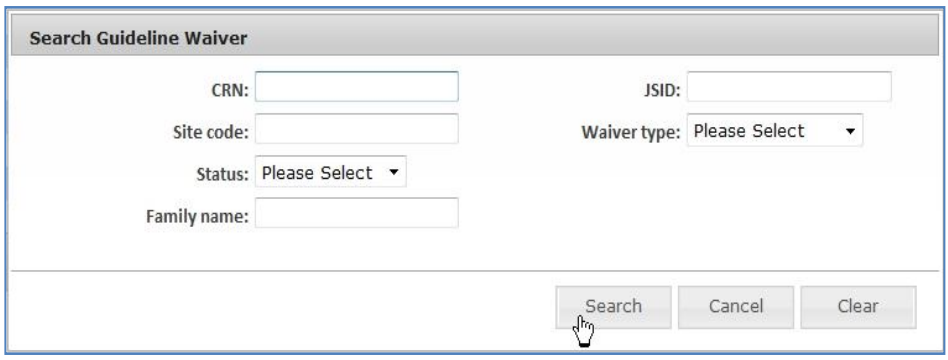
Select the 'Guideline Waivers' button located at the bottom of the navigation menu.

The *Guideline Waiver* window will be displayed.

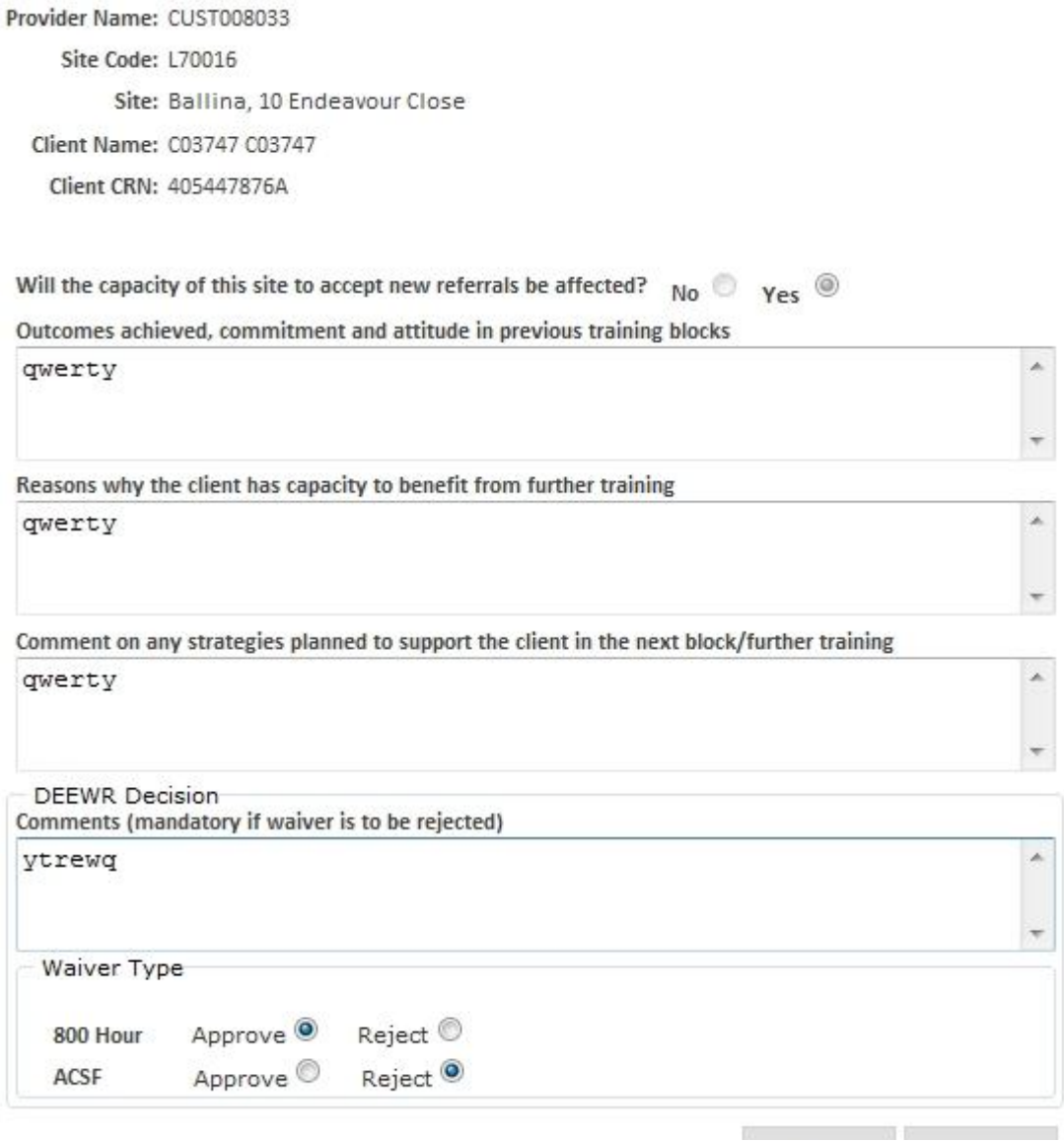

Guideline Waiver
Advanced Search
Show 10 entries
CRN | JSID | Family Name | Status | Status Date | Site Code | Type
944388995D | 374726937 | Training | Required | 07-Feb-2011 | L70024 | ACSF Waiver
965382428K | 470537402 | Training | Required | 07-Feb-2011 | L70111 | ACSF Waiver
758420801D | 242282658 | Training | Rejected | 07-Feb-2011 | L70112 | ACSF Waiver
443167548Z | 118342607 | Training | Approved | 07-Feb-2011 | L70111 | ACSF Waiver
293450547H | 97085887 | Training | Rejected | 07-Feb-2011 | L70111 | ACSF Waiver
765105825D | 1191308960 | Training | Requested | 07-Feb-2011 | L70111 | ACSF Waiver
190903339M | 437940071 | Training | Requested | 07-Feb-2011 | L70111 | ACSF Waiver
106490715X | 653381832 | Training | Requested | 07-Feb-2011 | L70111 | ACSF Waiver
191458303D | 715242867 | Training | Rejected | 09-Feb-2011 | L70111 | ACSF Waiver
749818271C | 687892496 | Training | Requested | 09-Feb-2011 | L70024 | ACSF Waiver
Showing 1 to 10 of 15 entries
First Previous 1 2 Next Last

If the SCM cannot see the waiver request, they should use the *Advanced Search* function to search for the waiver request.

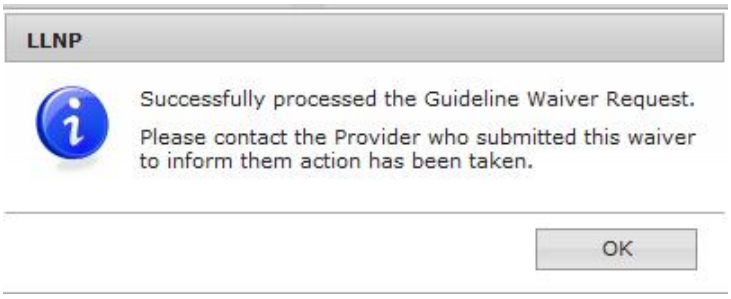
Advanced Search
Family Name | Status | Status Date | Site Code | Type
Approved | 14-Jan-2011 | L70415 | ACSF Waiver
Approved | 17-Jan-2011 | L70415 | ACSF Waiver
Approved | 14-Jan-2011 | L70415 | ACSF Waiver
Approved | 14-Jan-2011 | L70415 | ACSF Waiver
Approved | 21-Jan-2011 | L70415 | ACSF Waiver



Once the waiver is found, select the waiver to be actioned.

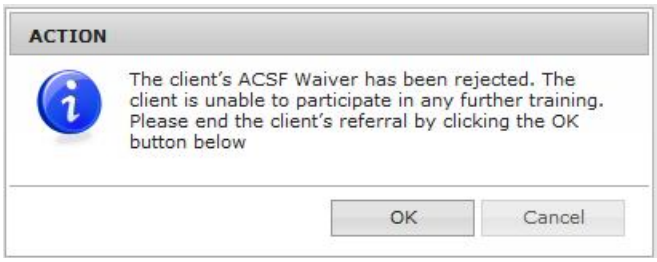

Provider Name: CUST008033
Site Code: L70016
Site: Ballina, 10 Endeavour Close
Client Name: C03747 C03747
Client CRN: 405447876A
Will the capacity of this site to accept new referrals be affected? No Yes
Outcomes achieved, commitment and attitude in previous training blocks
qwerty
Reasons why the client has capacity to benefit from further training
qwerty
Comment on any strategies planned to support the client in the next block/further training
qwerty
DEEWR Decision
Comments (mandatory if waiver is to be rejected)
ytrewq
Waiver Type
800 Hour Approve Reject
ACSF Approve Reject

Once the waiver has been actioned, a message window will appear informing the SCM that the Guideline Waiver has been processed.

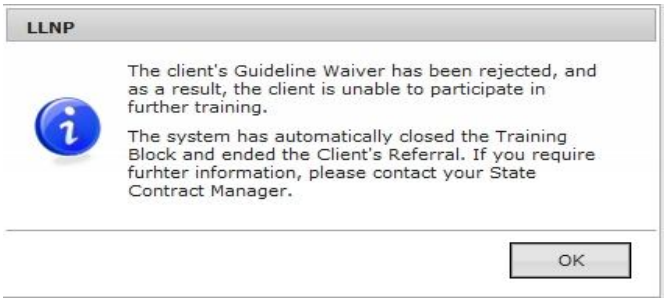

LLNP
Successfully processed the Guideline Waiver Request.
Please contact the Provider who submitted this waiver to inform them action has been taken.
OK

6.4 Viewing Rejected ACSF Waivers

If a waiver has been rejected, the next time the provider attempts to add a new ITP, they will see the following message.

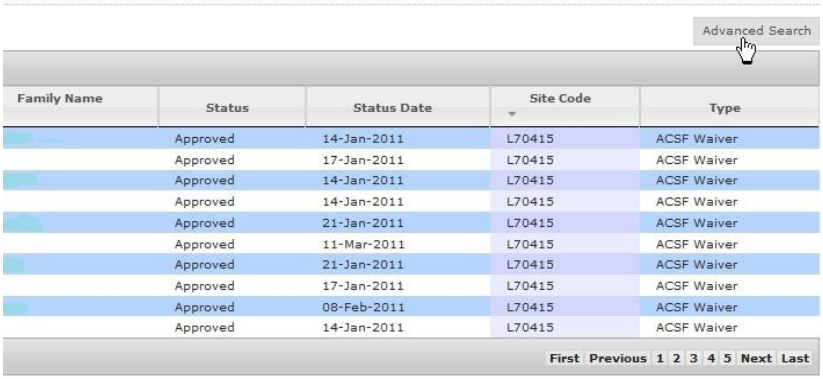

ACTION
The client's ACSF Waiver has been rejected. The client is unable to participate in any further training. Please end the client's referral by clicking the OK button below
OK
Cancel

If a Client's waiver has been rejected then the Client's record will automatically be finalised or declined.

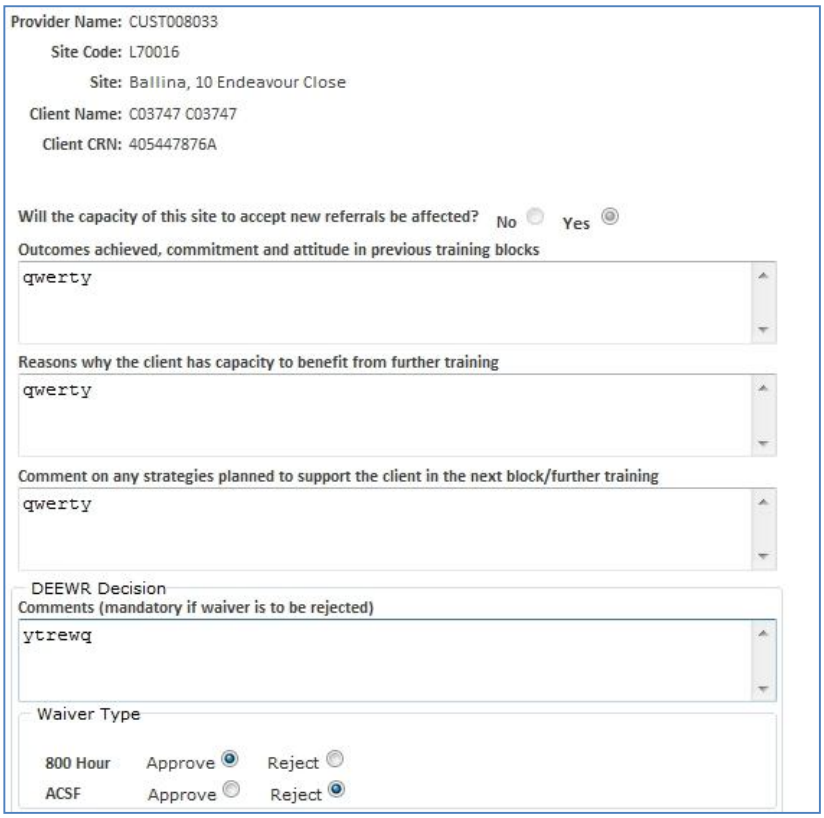

LLNP
The client's Guideline Waiver has been rejected, and as a result, the client is unable to participate in further training.
The system has automatically closed the Training Block and ended the Client's Referral. If you require furhter information, please contact your State Contract Manager.
OK

The user can view the reason for the rejected waiver by clicking on the 'Guideline Waiver' button on the navigation menu.

Select the Client for which the waiver was rejected.

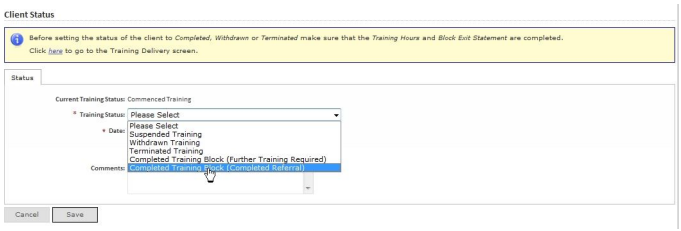

Advanced Search
Family Name
Status
Status Date
Site Code
Type
Approved 14-Jan-2011 L70415 ACSF Waiver
Approved 17-Jan-2011 L70415 ACSF Waiver
Approved 14-Jan-2011 L70415 ACSF Waiver
Approved 14-Jan-2011 L70415 ACSF Waiver
Approved 21-Jan-2011 L70415 ACSF Waiver
Approved 11-Mar-2011 L70415 ACSF Waiver
Approved 21-Jan-2011 L70415 ACSF Waiver
Approved 17-Jan-2011 L70415 ACSF Waiver
Approved 08-Feb-2011 L70415 ACSF Waiver
Approved 14-Jan-2011 L70415 ACSF Waiver
First Previous 1 2 3 4 5 Next Last

A window will appear providing the reason that the waiver was rejected.


Provider Name: CUST008033
Site Code: L70016
Site: Ballina, 10 Endeavour Close
Client Name: C03747 C03747
Client CRN: 405447876A
Will the capacity of this site to accept new referrals be affected? No Yes
Outcomes achieved, commitment and attitude in previous training blocks
qwerty
Reasons why the client has capacity to benefit from further training
qwerty
Comment on any strategies planned to support the client in the next block/further training
qwerty
DEEWR Decision
Comments (mandatory if waiver is to be rejected)
ytrewq
Waiver Type
800 Hour Approve Reject
ACSF Approve Reject

The user will also be able to see that a waiver has been rejected when they look at the Client's *Training Block*.

If the Waiver has been rejected the provider can only select 'Completed Referral' and exit the Client.



7 Recording Training Delivery

The details of the training delivered to the Client are recorded under the *Training Blocks* tab in the *Client Details* screen. Where the *ITP* screen records the planned training program to the Client, the *Training Delivery* section records the actual training events.

The type of information that can be recorded includes

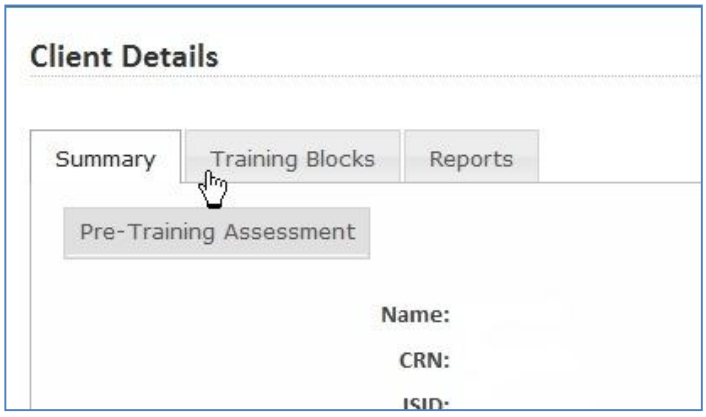
- the number of attendance hours
- the Client status
- status changes
- progress assessments

Any Client status updates recorded here will be provided to Centrelink. Training hours recorded lead to the generation of claims for milestone payments.

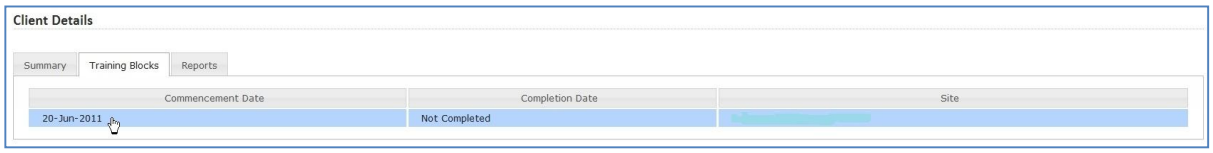
7.1 Viewing Client Training Delivery Details

The *Client Details* screen will present a link to the Training Delivery information which will show the most recent *Training Block* details.

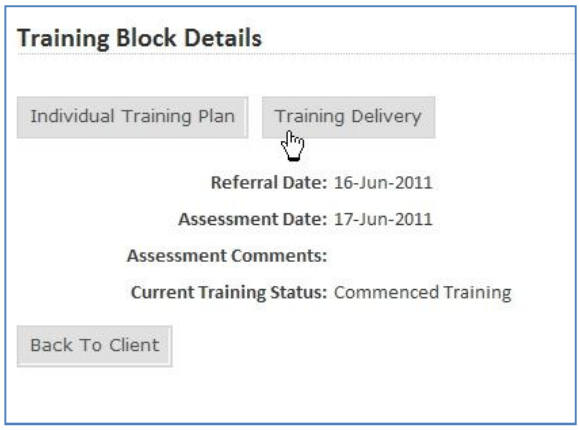
From the *Client Details* screen, click the *Training Blocks* tab.



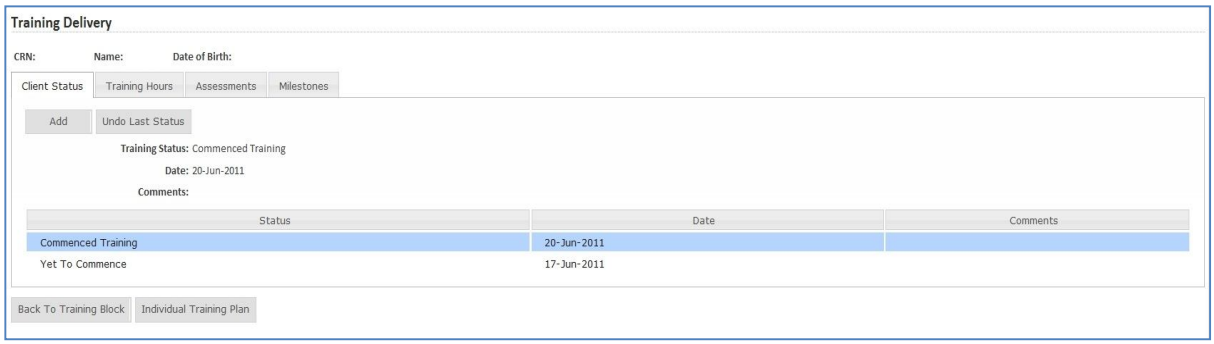
Click on the current *Training Block*.



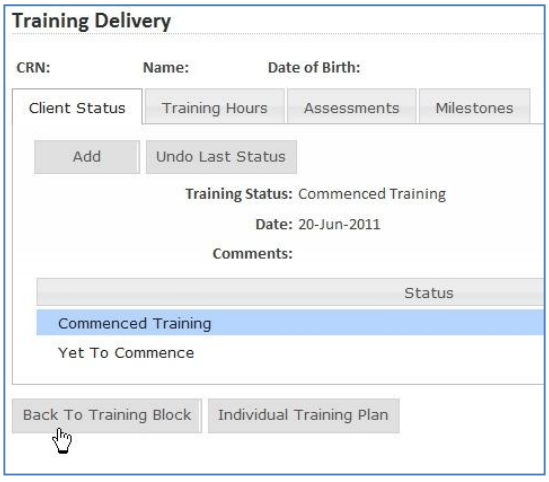
From the *Training Block Details* screen, click the 'Training Delivery' button.



The *Training Delivery* screen displays four tabs – *Client Status, Training Hours, Assessment and Milestones.*



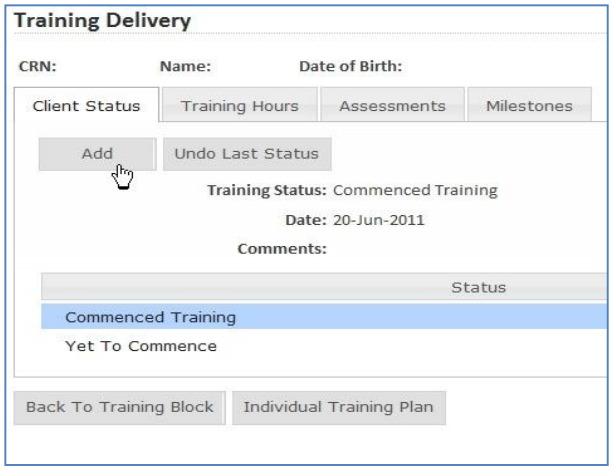
Click on the 'Back to Training Block' button to return to the *Training Block Details* screen. To navigate to the *Client Details* screen click on the 'Back to Client' button.



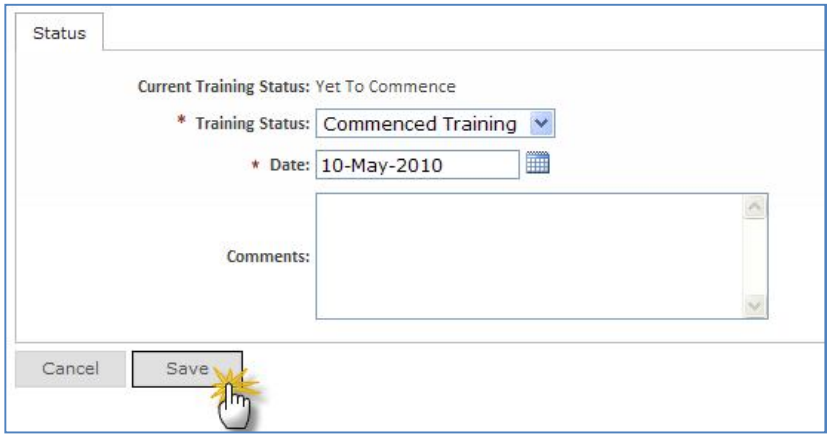
7.2 Changing Client Status

Under the *Client Status* tab, the user can record commencement and completion details as well as any suspension or withdrawals from the program.

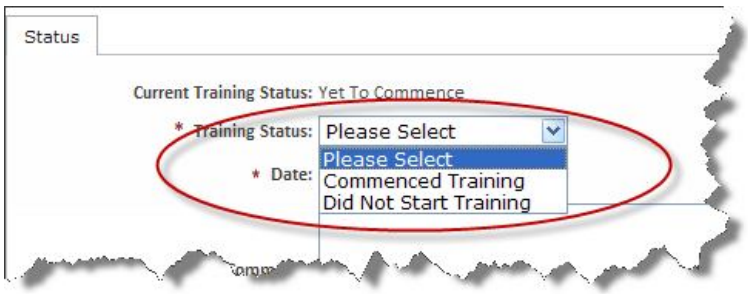
To change the Client status, in the *Client Status* screen, click the 'Add' button.

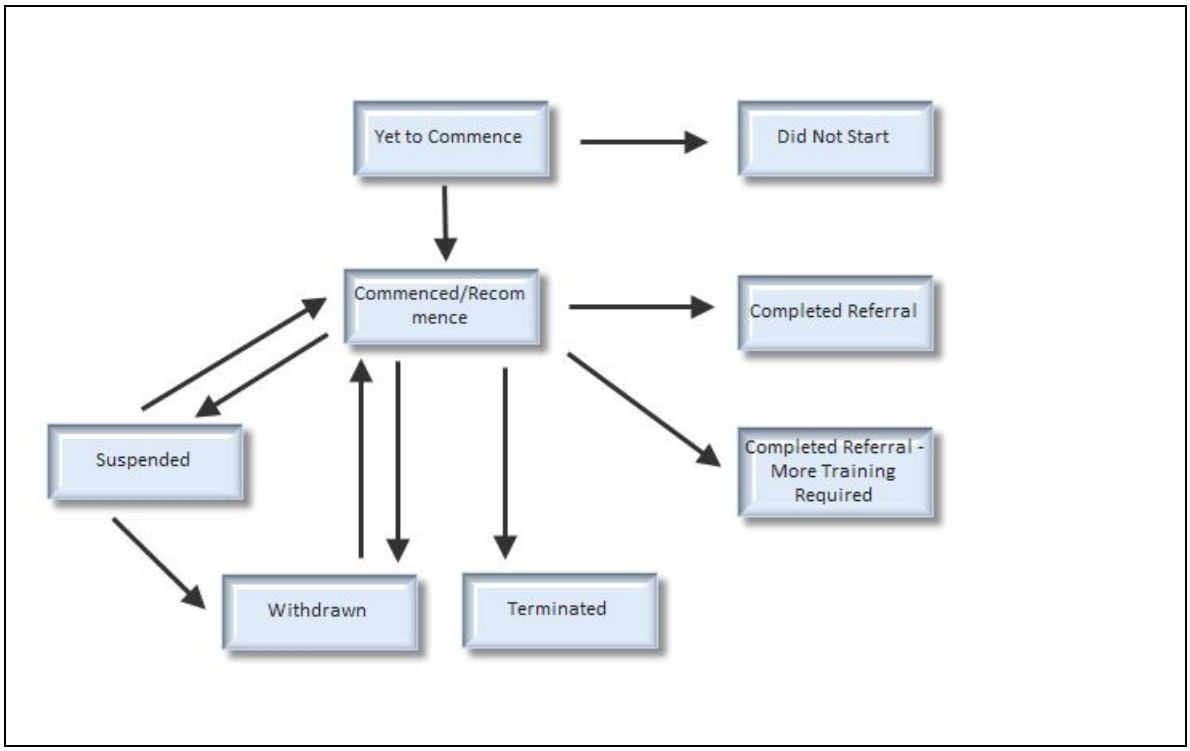


The *Status* screen is displayed. Enter the appropriate values for each status and click the 'Save' button.

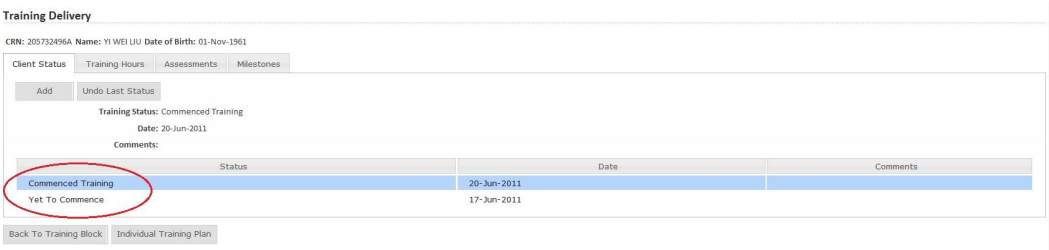


The training status available for selection will be dependent on the Client's current training status. That is, if the Client's current training status is at 'Commenced Training', the Training Status drop down options will be limited to 'Suspended', Withdrawn', Terminated', Completed Referral' and 'Completed Referral – More Training Required'.

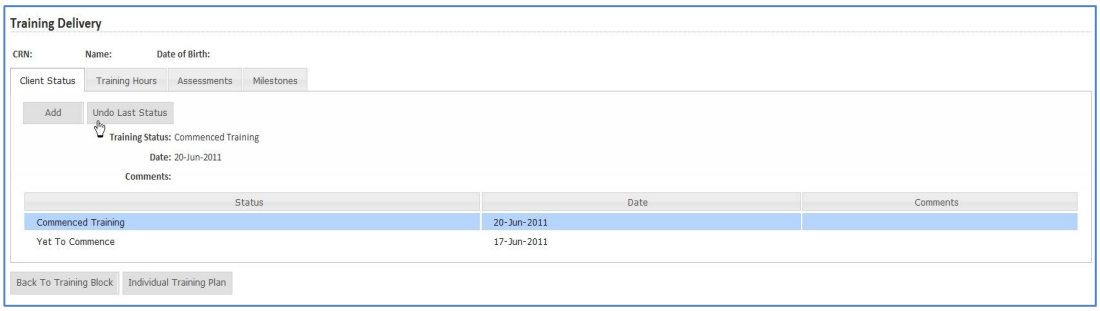




Once the status is saved, the current status will be displayed in the *Status* column in the *Client Status* screen. This list will show a history of the Client status in the current Training Block. The list displays a summary of the status and date changed.



If a data entry mistake has been made you have the ability to reverse the current Training Status back to the last Training Status by clicking on the 'Undo Last Status' button.



Completing a Training Block

All changes to Client status will be done via the above method. This includes commencement, completion, withdrawal, suspension, termination and transfer to another provider.

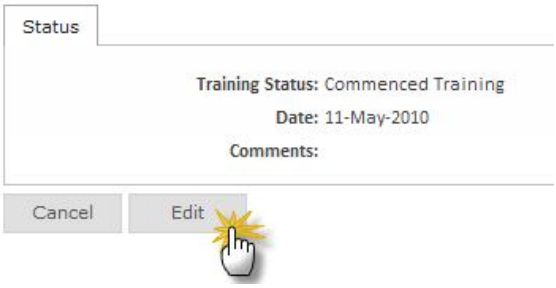
When completing a training block, it is important that training hours and the Block Exit Statement (BES) assessments are completed prior to adding the status of Completed, Withdrawn or Terminated. A BES is mandatory when completing a training block. The training hours must be entered by the provider, so that the provider is paid the appropriate amount for the training provided.

7.3 Viewing and Editing Client Status

The *Client Status* list does not display full details of the status change. This section will outline how to view the completed details of the status and how to amend status details.

To view the current or historical status of the Client, click the desired Client status from the *Status* list.

Click on the 'Edit' button to amend status or date, or to add comments.

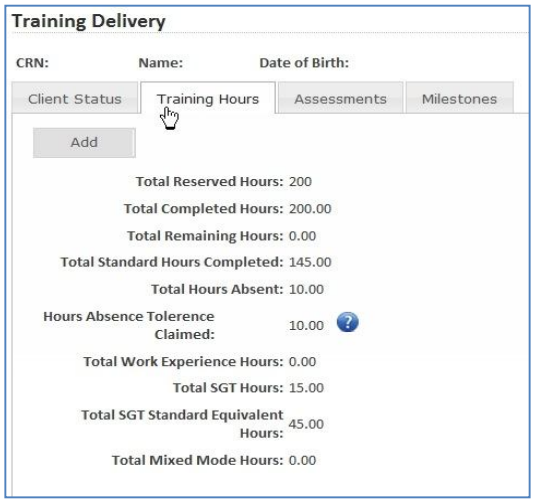


Changing status may result in updated status messages being sent to Centrelink, which may affect the Client's Centrelink supplements.

7.4 Adding Training Hours

Attendance is recorded against the Client in the form of total training hours of attendance. On recording training hours, the system will automatically create payment milestones where appropriate.

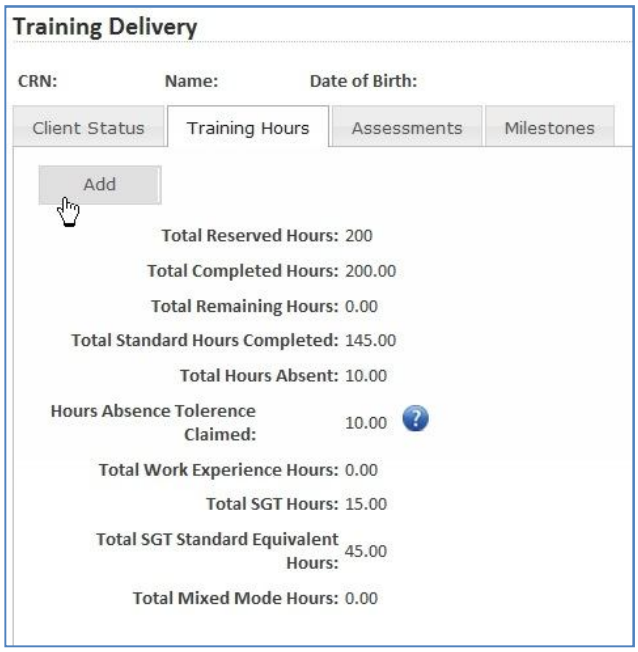
Click on the *Training Hours* tab to record attendance of a Client.



Attendance of a Client is recorded by the number of training hours and the number of hours absent in a training block. Attendance records in the LLNP system do not require a weekly breakdown of Client attendance.

Adding training hours against a Client will result in milestone payments. A milestone payment will not be generated until a certain number of training hours are recorded.

Click the 'Add' button to add training hours.



Payment Milestone Calculation

Payment milestone = Total Standard hours complete + SGT Standard Equivalent Hours + Work Experience Hours + Mixed Mode Hours

For the Milestone 3 (40%) and Milestone 5(100%), the calculation also includes absent tolerance hours.

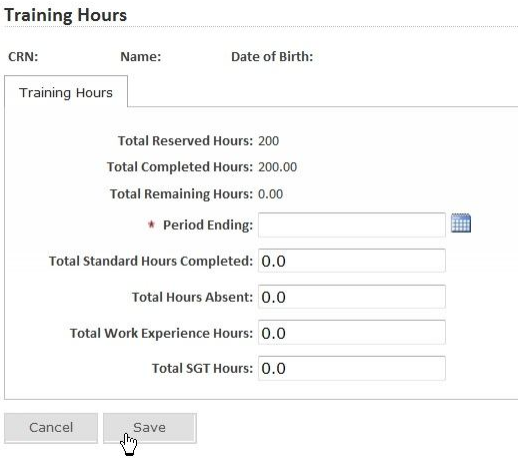
Absence Tolerance

The Absence Tolerance is automatically calculated on the 50% and 100% payment milestone.

The Absence Tolerance calculates the amount of hours absent the provider is allowed to claim as part of a payment milestone.

A TA provider is able to claim a percentage of the hours absent recorded against the Client. This calculation is performed at either milestone 3 and/or milestone 5.

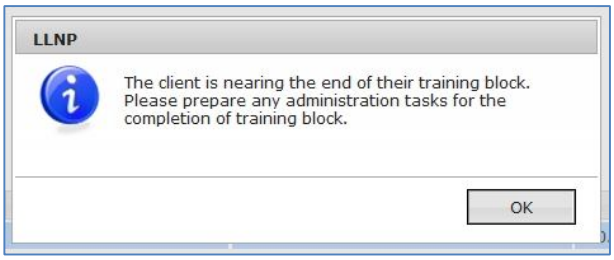
Enter the period ending, the hours of attendance and absence, if applicable. Click 'Save'.



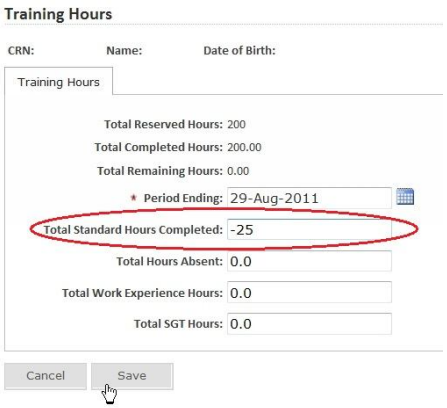
Training hours can be entered in increments or as a total at the end of the training block. It is advisable to enter training hours regularly in order to receive milestone payments. The period end date will allow a record of what training hours have been recorded.

Once the data entry is saved, the user is returned to the *Training Hours* screen. Total training hours for the training block are displayed and a running total of training hours are listed in the table below.

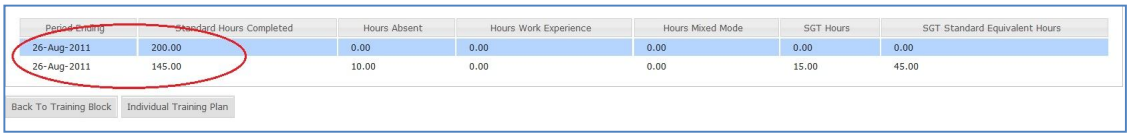
When a Client has reached 160 hours or more of Standard Training or 360 Hours or more of AVOC a notification will pop up notifying the TA Provider that Client is nearing the end of the current block. This will allow providers more time to obtain evidence that is required if the Client will require an ACSF and/or an 800 hour waiver.


LLNP
The client is nearing the end of their training block. Please prepare any administration tasks for the completion of training block.
OK

If attendance hours are entered by mistake, the hours can be reversed by 'adding' a negative amount. In the *Total Standard Hours Completed* field, insert a negative value and click 'Save'.



In the *Standard Hours Completed* column, you will see that the standard hours completed has been reduced.



If a milestone payment has been raised, removing hours will reverse the payment milestone.

7.5 Recording Assessments

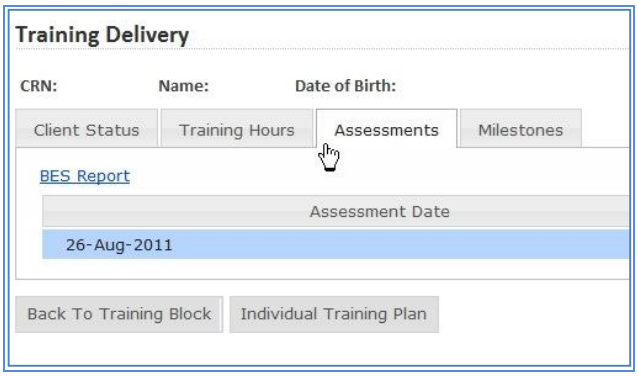
Assessments are recorded to chart the Client's progress in the program. There are two types of assessments recorded against the Client's training delivery:

- One or more Progress Assessments
- A BES Assessment which holds the end of training block assessment for the Client

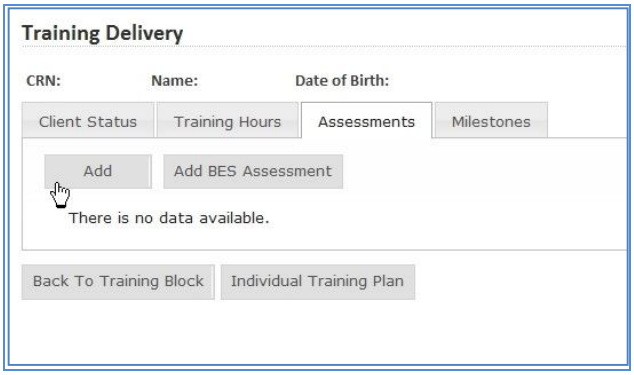
A Client's progress through a training block can be assessed and recorded at any point.

Progress Assessment

Click on the *Assessments* tab to record a Progress Assessment.



Click on the 'Add' button to create a Progress Assessment.



The *Progress Assessment* screen is displayed. Enter the assessment details and the ACSF indicators and click the 'Save' button.

Progress Asssessment

* Assessor Name: Neil

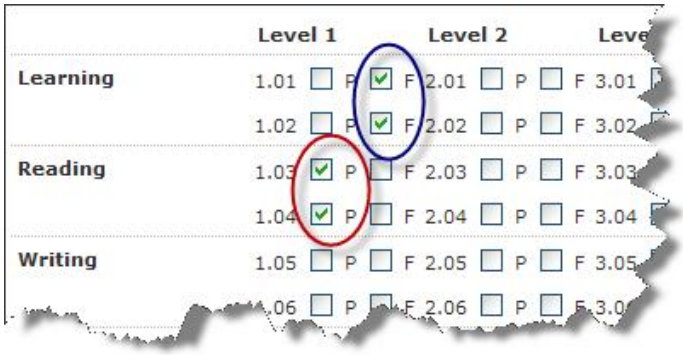
* Assessment Date: 03-Jun-2011

Assessment Comments:

	Level 1	Level 2	Level 3	Level 4	Level 5
Learning	1.01 ☐ P ☐ F	2.01 ☐ P ☑ F	3.01 ☐ P ☐ F	4.01 ☐ P ☐ F	5.01 ☐ P ☐ F
	1.02 ☐ P ☐ F	2.02 ☐ P ☑ F	3.02 ☐ P ☐ F	4.02 ☐ P ☐ F	5.02 ☐ P ☐ F
Reading	1.03 ☐ P ☐ F	2.03 ☐ P ☐ F	3.03 ☐ P ☐ F	4.03 ☐ P ☐ F	5.03 ☐ P ☐ F
	1.04 ☐ P ☐ F	2.04 ☑ P ☐ F	3.04 ☐ P ☐ F	4.04 ☐ P ☐ F	5.04 ☐ P ☐ F
Writing	1.05 ☐ P ☐ F	2.05 ☑ P ☐ F	3.05 ☐ P ☐ F	4.05 ☐ P ☐ F	5.05 ☐ P ☐ F
	1.06 ☐ P ☐ F	2.06 ☐ P ☑ F	3.06 ☐ P ☐ F	4.06 ☐ P ☐ F	5.06 ☐ P ☐ F
Oral Communication	1.07 ☐ P ☐ F	2.07 ☑ P ☐ F	3.07 ☐ P ☐ F	4.07 ☐ P ☐ F	5.07 ☐ P ☐ F
	1.08 ☐ P ☐ F	2.08 ☑ P ☐ F	3.08 ☐ P ☐ F	4.08 ☐ P ☐ F	5.08 ☐ P ☐ F
Numeracy	1.09 ☐ P ☐ F	2.09 ☐ P ☑ F	3.09 ☐ P ☐ F	4.09 ☐ P ☐ F	5.09 ☐ P ☐ F
	1.10 ☐ P ☐ F	2.10 ☐ P ☑ F	3.10 ☐ P ☐ F	4.10 ☐ P ☐ F	5.10 ☐ P ☐ F
	1.11 ☐ P ☐ F	2.11 ☑ P ☐ F	3.11 ☐ P ☐ F	4.11 ☐ P ☐ F	5.11 ☐ P ☐ F

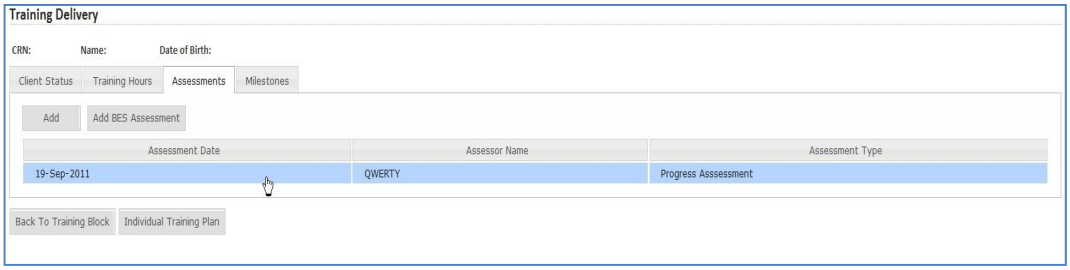
Cancel Save

A Client may fully achieve an ACSF indicator or may only partially achieve the ACSF indicator. Fully and Partially achieved indicators can be recorded against the Client. Against each indicator there is an 'F' check box for fully achieved and a 'P' check box for partially achieved. However, to progress to the next training block, the Client must achieve two full ACSF Indicators. A Guideline Waiver will be required if the Client has not achieved two full ACSF indicators.



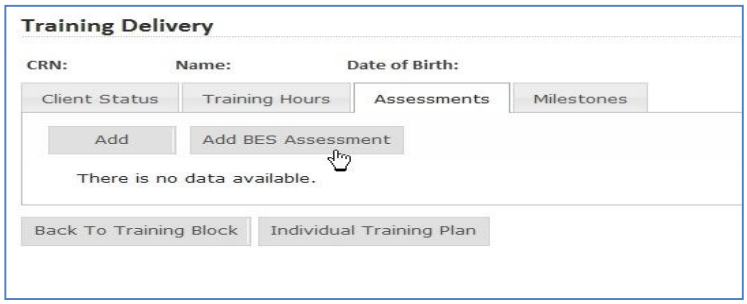
An Assessment is added to the *Assessment* list. The *Assessment* list will show all Progress Assessments for the Training Block and any BES Assessment.

The Assessment details can be viewed at any time by clicking on the Assessment details in the list.



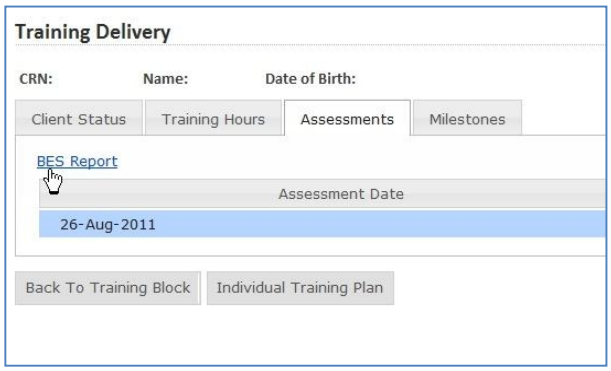
BES Assessment

To add a BES Assessment, click on the 'BES Assessment' button. The BES Assessment process is the same as the Progress Assessment. The difference is that the Assessment type shown is 'BES Assessment' and the Assessment details will be presented on the printed BES statement.



Once a BES Assessment is created for a training block, no other Assessments can be created.

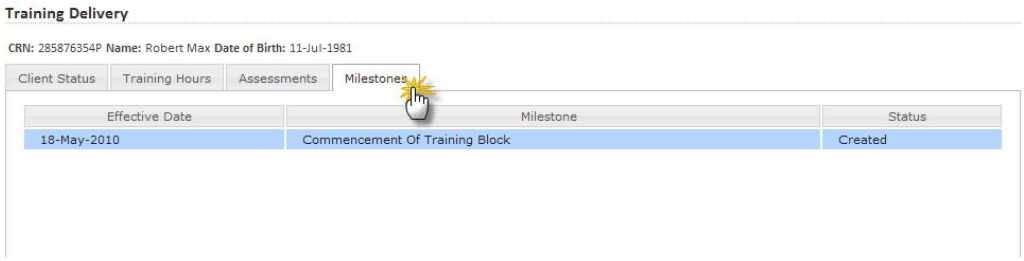
Once a BES Assessment is created, a BES report can be downloaded and printed. The BES report will be incomplete unless the status has been set to 'Completed', 'Terminated' or 'Withdrawn'. After adding a BES Assessment, return to the *Client Status* tab and change the status appropriately.



7.6 View Payment Milestones

Payment Milestones are automatically generated by the system when training hours are recorded against the Client. The Payment Milestones are required to be approved by your organisation's Finance Manager. However, all Milestones reached by a Client are listed on the training block.

Click the *Milestones* tab to view the list of Milestones.

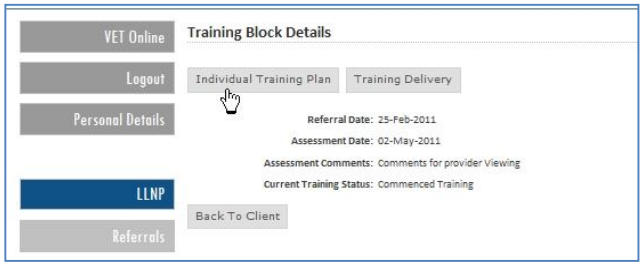


The screen will display all Milestones achieved on the training block.

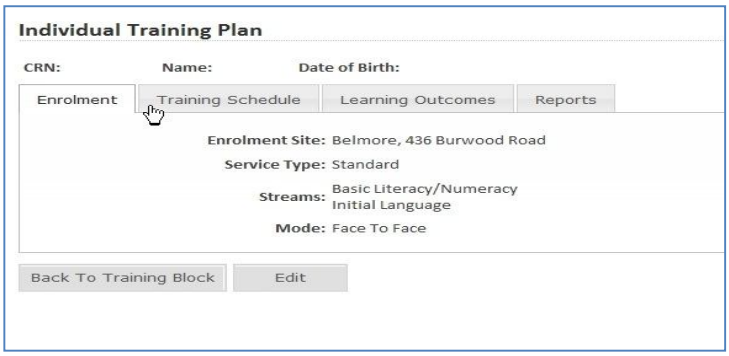
7.7 Changing a Client from (to) Full Time or Part Time

When a Client decides to change from Full-time to Part-Time or from Part-Time to Full-Time hours, their training load details will need to be updated. This edit functionality is only available for Standard Training, not AVOC.

Go to the Client's *Training Block Details* and click on the 'ITP' Button.

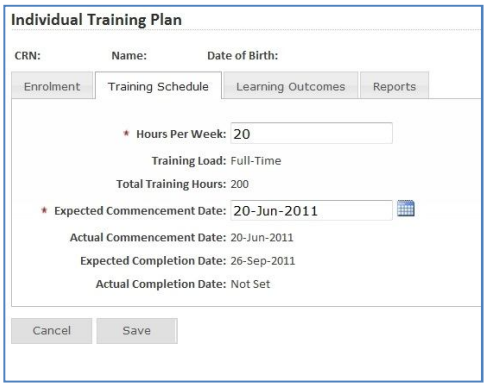


Click the *Training Schedule* tab.



Click the 'Edit' Button

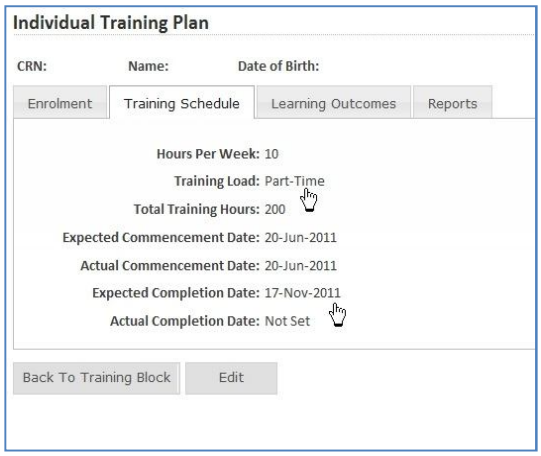
Edit the 'Hours Per Week' field.



A Part-time training load falls between a minimum of 10 hours and less than 20 hours.

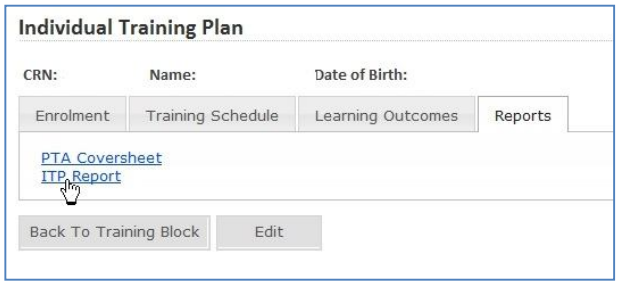
A Full-time training load is 20 Hours.

Note the change of status on the screen, and the change in the Client's end date.



By changing the Client's training load (Hours Per Week), the system will recalculate the Expected Completion Date to take into account the remaining hours of training and the time required to finish the training.

To view the changes in the ITP report, from the *Reports* tab and click on the 'ITP Report' link.



Open the PDF document and print off the updated ITP for the Client's paper file.

Before the Change:

Agreed Attendance Schedule and Training Course	
Training Mode	Face To Face
Training Type	Full Standard Delivery
Training Streams	Basic Literacy/Numeracy
Total Training Block Hours	200
Training Load	Full-Time
Training Hours per week	20
Expected Commencement Date	02/05/2011
Expected Completion Date	04/08/2011
Actual Commencement Date	02/05/2011

After the Change:

Agreed Attendance Schedule and Training Course	
Training Mode	Face To Face
Training Type	Full Standard Delivery
Training Streams	Basic Literacy/Numeracy
Total Training Block Hours	200
Training Load	Part-Time
Training Hours per week	10
Expected Commencement Date	02/05/2011
Expected Completion Date	06/10/2011
Actual Commencement Date	02/05/2011

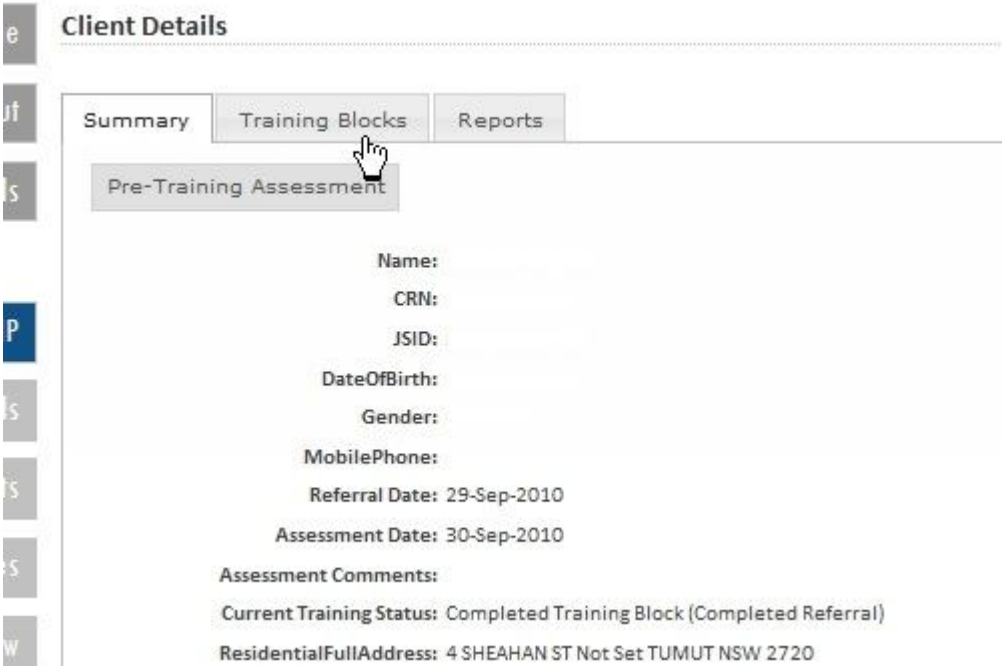
You will need to print out a new ITP for the Client's file every time they change their Training Schedule.

7.8 Rolling a Client into a New Round of Training

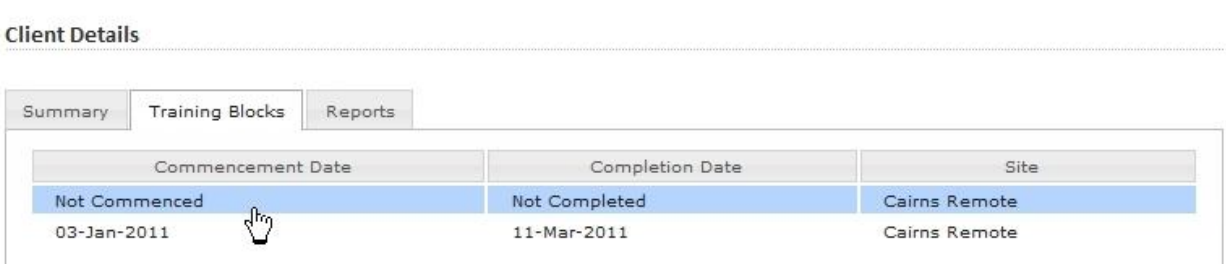
This section outlines how to roll a Client into a new block of training once they have completed a previous block of 200 hours.

Click on the 'Clients' button on the left hand navigation menu.

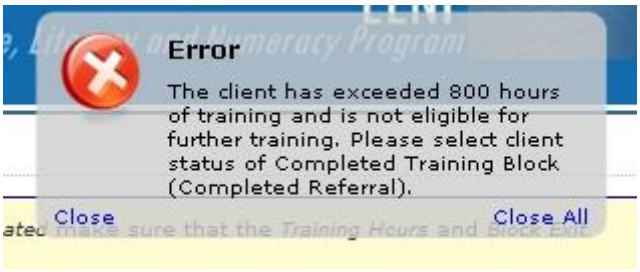
In the *Client Details* screen, click on the *Training Blocks* tab .



The screen will show that the next training block has automatically been generated.



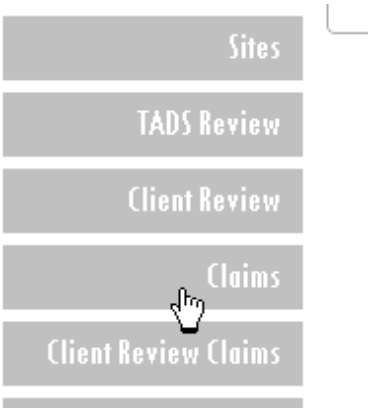
If the Client has completed 800 hours, an error message will appear at the top right hand corner of the window. The provider must complete the referral or apply for a Guideline Waiver.


Error
The client has exceeded 800 hours of training and is not eligible for further training. Please select client status of Completed Training Block (Completed Referral).
Close
Close All

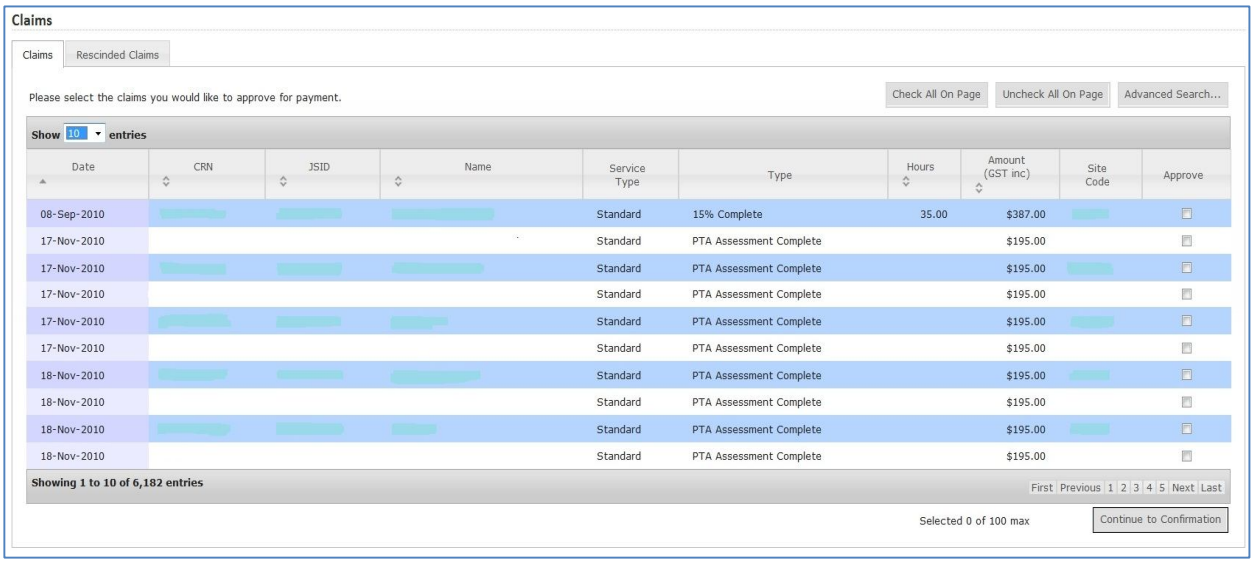
8 Generating an Invoice Claim

This section will show you how to generate an Invoice Claim on VET Online.

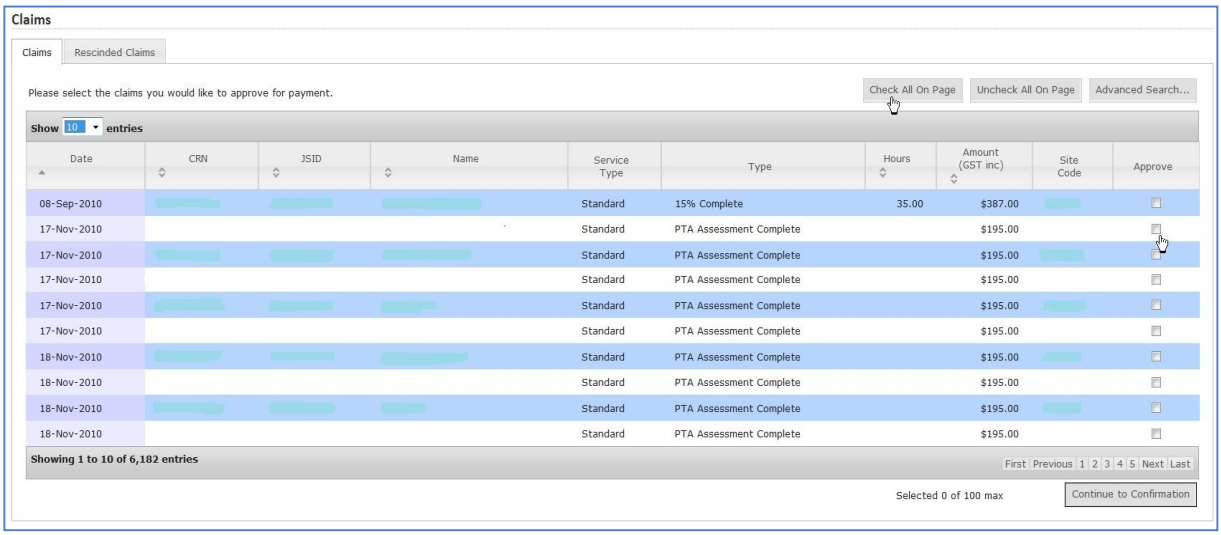
Click the 'Claims' button from the navigation menu.



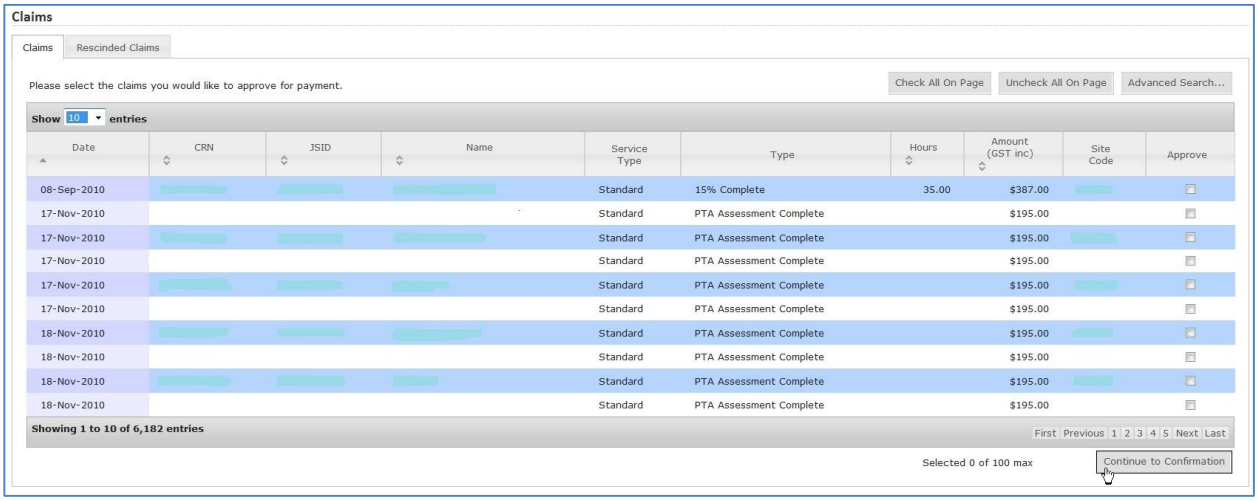
A list of *Claims* will be displayed.



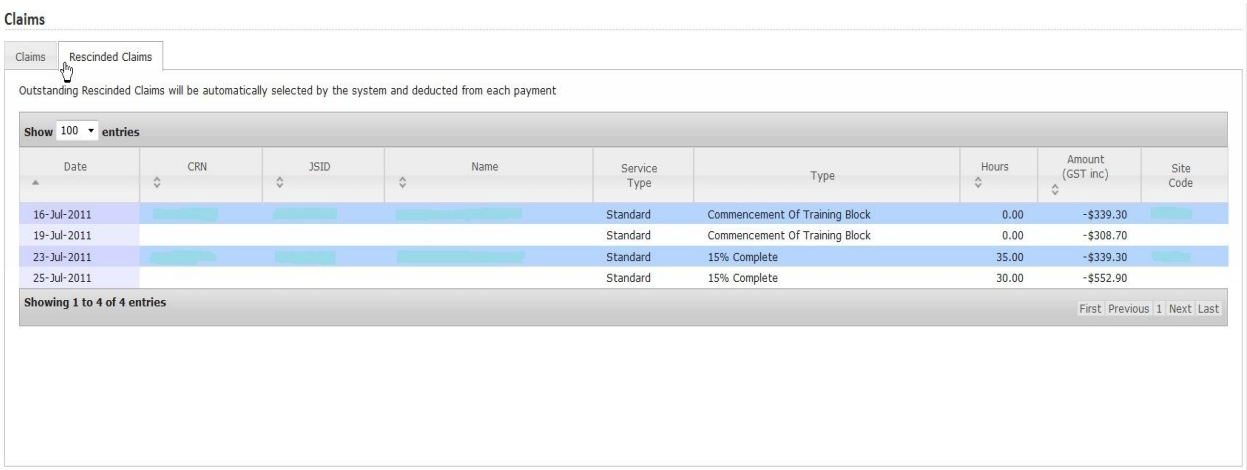
Select the Claims to be processed by ticking the Approve box next to each Claim or by pressing the 'Check All On Page' button.



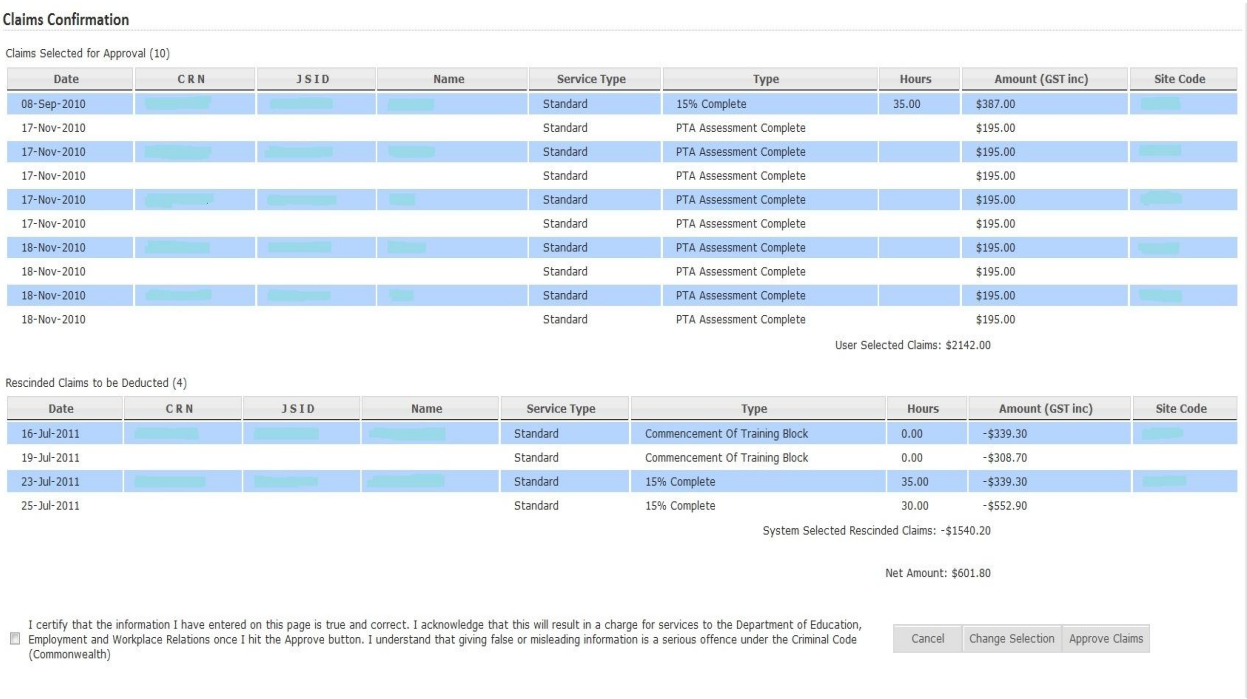
Click on the 'Continue to Confirmation' button. This will take you through to the *Confirmation* screen.



To view any rescinded (negative) Claims select the *Rescinded* tab on the *Claims* screen.



The *Confirmation* screen will present all positive and rescinded Claims on the one screen.


Claims Confirmation
Claims Selected for Approval (10)
Date CRN JSID Name Service Type Type Hours Amount (GST inc) Site Code
08-Sep-2010 Standard 15% Complete 35.00 $387.00
17-Nov-2010 Standard PTA Assessment Complete $195.00
17-Nov-2010 Standard PTA Assessment Complete $195.00
17-Nov-2010 Standard PTA Assessment Complete $195.00
17-Nov-2010 Standard PTA Assessment Complete $195.00
17-Nov-2010 Standard PTA Assessment Complete $195.00
18-Nov-2010 Standard PTA Assessment Complete $195.00
18-Nov-2010 Standard PTA Assessment Complete $195.00
18-Nov-2010 Standard PTA Assessment Complete $195.00
18-Nov-2010 Standard PTA Assessment Complete $195.00
User Selected Claims: $2142.00
Rescinded Claims to be Deducted (4)
Date CRN JSID Name Service Type Type Hours Amount (GST inc) Site Code
16-Jul-2011 Standard Commencement Of Training Block 0.00 -$339.30
19-Jul-2011 Standard Commencement Of Training Block 0.00 -$308.70
23-Jul-2011 Standard 15% Complete 35.00 -$339.30
25-Jul-2011 Standard 15% Complete 30.00 -$552.90
System Selected Rescinded Claims: -$1540.20
Net Amount: $601.80
I certify that the information I have entered on this page is true and correct. I acknowledge that this will result in a charge for services to the Department of Education, Employment and Workplace Relations once I hit the Approve button. I understand that giving false or misleading information is a serious offence under the Criminal Code (Commonwealth)
Cancel
Change Selection
Approve Claims

Check that the information is correct, and use the 'Cancel' or 'Change Selection' buttons if necessary. If the information is correct tick the box next to the certifying statement.

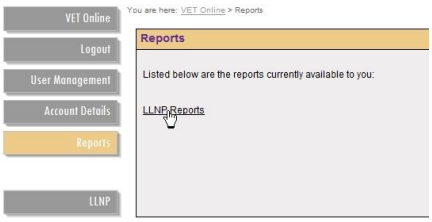
Click on 'Approve Claims' and 'OK'. This will generate an invoice for claim of payment.

I certify that the information I have entered on this page is true and correct. I acknowledge that this will result in a charge for services to the Department of Education, Employment and Workplace Relations once I hit the Approve button. I understand that giving false or misleading information is a serious offence under the Criminal Code (Commonwealth)
Cancel
Change Selection
Approve Claims

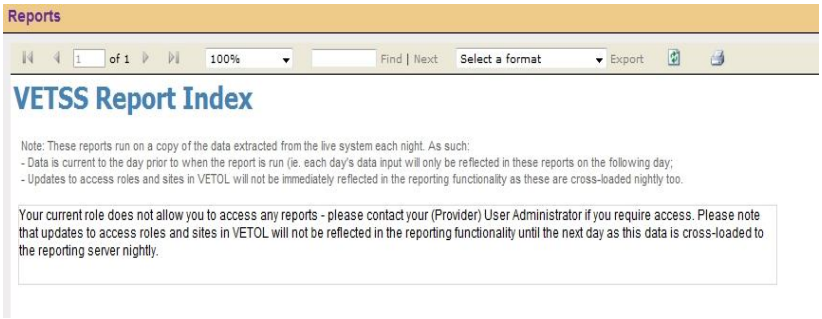
9 Reporting

To view Reports, select the 'Reports' button from the navigation menu on the VET Online home page. Do not click on the 'LLNP' button.

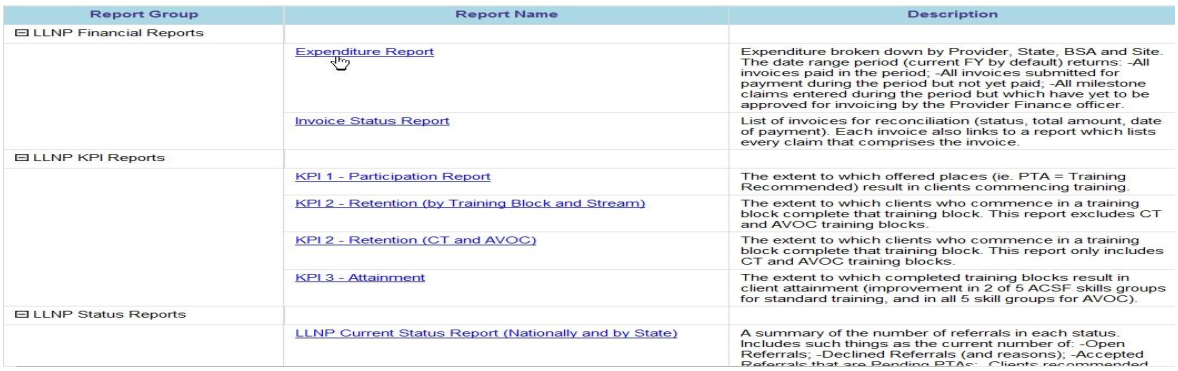
Click the 'LLNP Reports' link to enter the *LLNP Reporting* window.



Access to the reports is dependent on the user's usual level of access to VET Online. If the user does not have access to any Report, they will see the following screen.


Reports
1 of 1
100%
Find | Next
Select a format
Export
VETSS Report Index
Note: These reports run on a copy of the data extracted from the live system each night. As such:
- Data is current to the day prior to when the report is run (ie. each day's data input will only be reflected in these reports on the following day;
- Updates to access roles and sites in VETOL will not be immediately reflected in the reporting functionality as these are cross-loaded nightly too.
Your current role does not allow you to access any reports - please contact your (Provider) User Administrator if you require access. Please note that updates to access roles and sites in VETOL will not be reflected in the reporting functionality until the next day as this data is cross-loaded to the reporting server nightly.

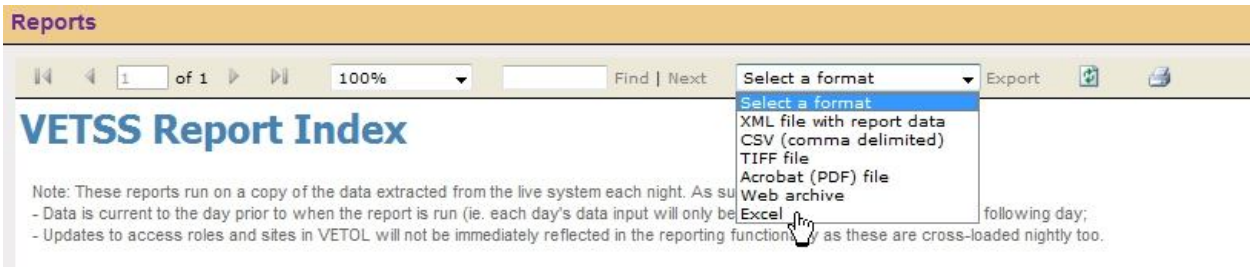
If the user has access to the Reports, they will see links listed accordingly for all the Reports to which they have access.


Report Group
Report Name
Description
LLNP Financial Reports
Expenditure Report
Expenditure broken down by Provider, State, BSA and Site. The date range period (current FY by default) returns: -All invoices paid in the period; -All invoices submitted for payment during the period but not yet paid; -All milestone claims entered during the period but which have yet to be approved for invoicing by the Provider Finance officer.
Invoice Status Report
List of invoices for reconciliation (status, total amount, date of payment). Each invoice also links to a report which lists every claim that comprises the invoice.
LLNP KPI Reports
KPI 1 - Participation Report
The extent to which offered places (ie. PTA = Training Recommended) result in clients commencing training.
KPI 2 - Retention (by Training Block and Stream)
The extent to which clients who commence in a training block complete that training block. This report excludes CT and AVOC training blocks.
KPI 2 - Retention (CT and AVOC)
The extent to which clients who commence in a training block complete that training block. This report only includes CT and AVOC training blocks.
KPI 3 - Attainment
The extent to which completed training blocks result in client attainment (improvement in 2 of 5 ACSF skills groups for standard training, and in all 5 skill groups for AVOC).
LLNP Status Reports
LLNP Current Status Report (Nationally and by State)
A summary of the number of referrals in each status. Includes such things as the current number of: -Open Referrals; -Declined Referrals (and reasons); -Accepted

Some Reports have filters which can be selected to reduce the Report parameters. For example, the Report can be executed for all sites within a State, for a list of specific sites, or else restrict data to a specific date period. This filter section can be hidden/revealed using the double-arrowed button at the top right of the screen.

Filtering is performed by opening the drop-down and selecting the data items that you wish to report on. You will need to execute the Report again once you have made your selections.

To export a produced Report, select the export format from the drop down menu and click on 'Export'. This function allows for further manipulation of the data. Excel and CSV are the main formats recommended for export.


Reports
of 1
100%
Find | Next
Select a format
Export
Select a format
XML file with report data
CSV (comma delimited)
TIFF file
Acrobat (PDF) file
Web archive
Excel
VETSS Report Index
Note: These reports run on a copy of the data extracted from the live system each night. As su
following day;
- Data is current to the day prior to when the report is run (ie. each day's data input will only be
- Updates to access roles and sites in VETOL will not be immediately reflected in the reporting function
as these are cross-loaded nightly too.

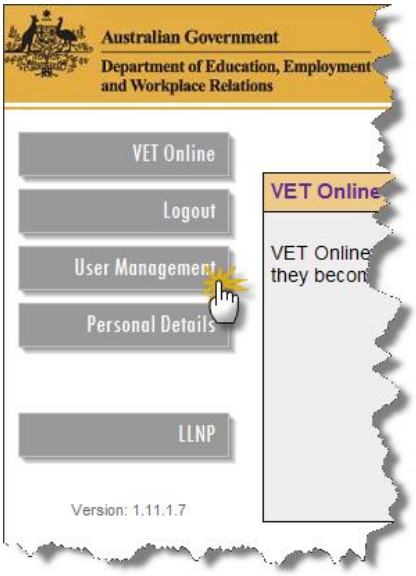
10 User Management

The User Management component of VETOnline allows certain users in LLNP to create new users and assign roles.

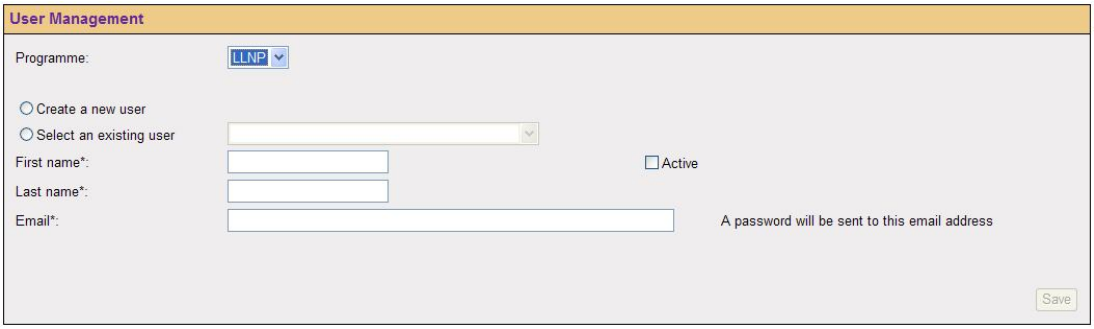
DEEWR will initially create a User Management account for the Provider with the security permissions to create new users.

10.1 Creating a New User

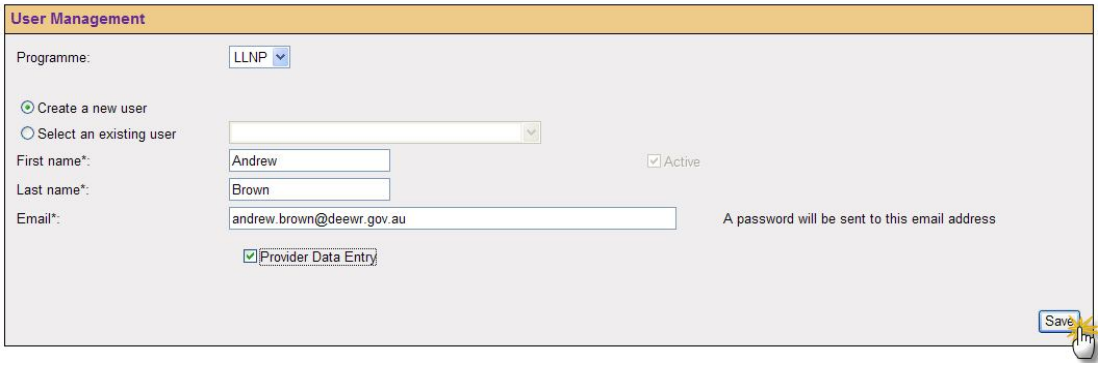
Click on the 'User Management' button on the left hand navigation menu.



The *User Management* screen is displayed. Ensure the *Programme* field is displaying 'LLNP'.



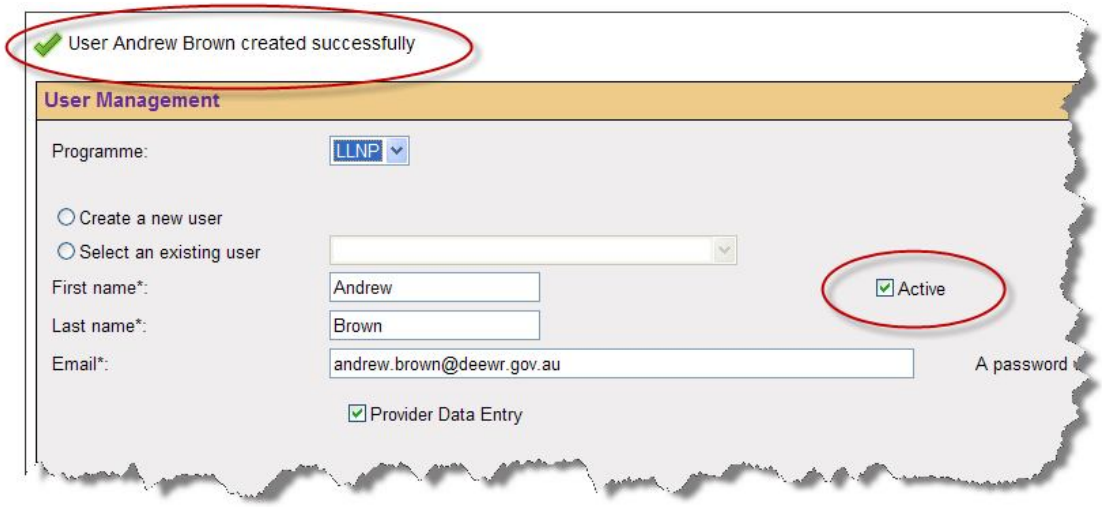
Select the *Create a new user* option. Enter the name and email address of the user. Select the nominated role of the user, for example, 'Provider Data Entry'. Click on the 'Save' button



An email will be sent to the user with login and password details.

The security roles are displayed under the *Email* field. This will show a list of all available roles which can be selected for a user.

A confirmation message is displayed on the screen and the user's account is now active. The active indicator is automatically set when the user is created.

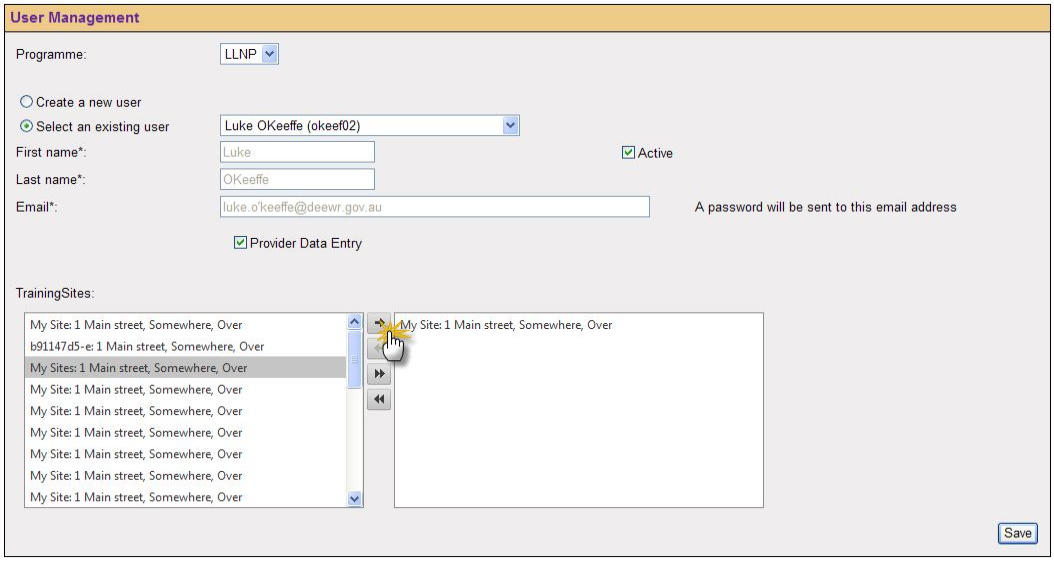


10.2 Assigning Sites to a User

Once a user is created, training delivery sites will need to be assigned to the user. Users can only access Clients and referrals for sites which are assigned to them.

From the *User Management* screen, select the option 'Select an existing user'. Select the user from the drop down list.

A list of sites will be displayed. Select a site from the list and click the → button to add a site to the user.


User Management
Programme:
LLNP
Create a new user
Select an existing user
Luke OKeeffe (okeef02)
First name*:
Luke
Active
Last name*:
OKeeffe
Email*:
luke.o'keeffe@deewr.gov.au
A password will be sent to this email address
Provider Data Entry
TrainingSites:
My Site: 1 Main street, Somewhere, Over
b91147d5-e: 1 Main street, Somewhere, Over
My Sites: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
My Site: 1 Main street, Somewhere, Over
Save

All sites for a provider can be added in a single step by using the ⏩ button

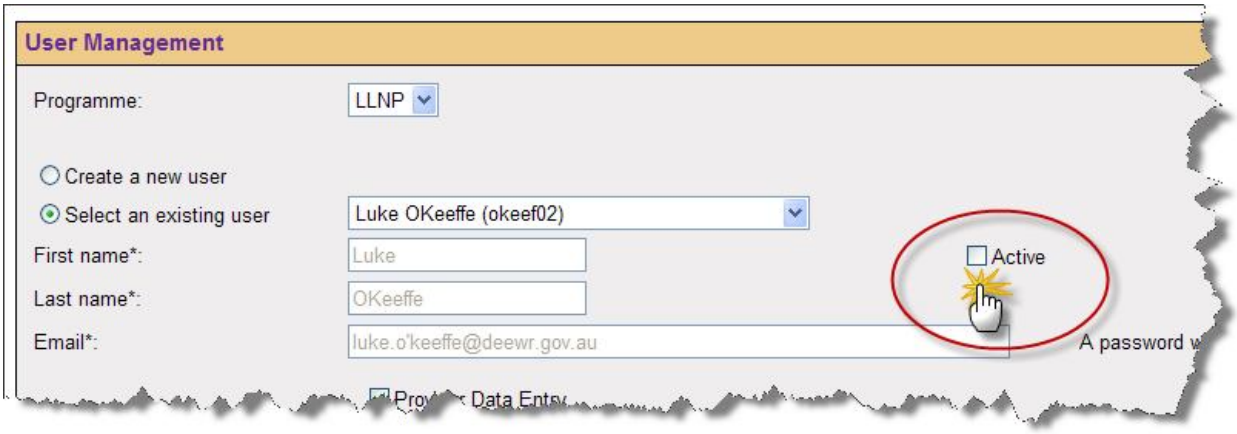
Sites can be removed from the list by selecting the ← button.

Add one or more sites to the user and click the 'Save' button.

10.3 Deactivating a User

Where staff changes may occur, the user access will need to be deactivated.

From the *User Management* screen, select the option 'Select an existing user'. Select the user to be deactivated from the drop down list. Click the 'Active' check box and ensure it is unchecked.



Click the 'Save' button.